



JOB DESCRIPTION

POSITION: Sales & Events Manager
Full Time

POSTING DATE: 4/7/2017

WAGE: \$50,000 Salaried/Negotiable

CLOSING DATE: 4/21/2017

Reports directly to: Director of Hospitality

Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.

STANDARD DUTIES:

1. Must attend all training as required by the employer.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as required by the employer.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. An Associate's Degree in Business, Marketing, Hotel/Restaurant Management or related field is required. May qualify with five (5) years in related sales or catering field or combination of education and experience.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. One year of sales experience in hotel operations is preferred. Must have hospitality sales background and operational catering experience.
3. Knowledge of costing and analyzing the profitability of events.
4. Must be proficient in Windows, Excel, Word and other computer software. Experience and knowledge of catering software is a plus.
5. Knowledge of contractual agreements between two or more parties for goods and services.
6. Ability to design and implement structured thought.
7. Ability to maintain positive and effective working relationships between departments and employees.
8. Understanding and knowledge of a 24 hour/7day a week operation.
9. Skill in solving practical problems and issues in related situations.
10. Excellent organizational, communication, and interpersonal skills.
11. Skill in identifying and resolving administrative problems under pressure conditions.
12. Must have food handler's permit and TIPS certified.
13. Must be able to operate a POS (point of sale) system.
14. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

DUTIES:**Sales**

1. Develop and implement strategies and programs specifically designed to attract group business and events to North Star Mohican Casino Resort.
2. Coordinate and manage the execution of all events, business meetings and banquets.
3. Work with hotel and food and beverage management to develop and implement group sales strategies specifically designed for North Star Mohican Casino Resort.
4. Establish and maintain contacts within a 100-mile radius (and beyond) from the resort property.
5. Coordinate the client's needs to all parties involved to ensure the success of an event or function.
6. Present and sell hotel rooms, banquets, meetings, exhibits and special events.
7. Conduct confirmations, follow-ups and detailing of group's function or event.
8. Initiate contracts or agreements between the client and NSMCR.
9. Produce detailed banquet event orders and keep them current and distributed to the required locations and departments.
10. Meet and greet clients at the beginning of their function whenever possible.
11. Monitor and keep control of all spaces available through the catering system program.
12. Generate forecasts and reports for future groups and events and distribute to the appropriate departments. Communicate on a regular basis with the marketing department regarding special events and promotions.
13. Establish daily, weekly and monthly calendars for distribution to other departments.
14. Ensure and control the protection of company assets from outside clients and their guests.
15. Represent NSMCR in an effective, professional courteous manner at all times.
16. Schedule and conduct a weekly BEO sheet meeting involving all operating departments.
17. Work with F & B manger/supervisor to coordinate special client's requirements (equipment rentals, etc.) for a smooth execution on the day of the event.
18. Write the annual sales business plan and assist with the annual sales budget.
19. Meet with and report weekly activities to the Director of Hospitality.

Event Operations

1. Communicate with the service team members through written and oral instructions.
2. Write weekly work schedules and monitor daily.
3. Communicate with the culinary staff daily to ensure quality of the product and to foster a healthy relationship between kitchen staff and service.
4. Hold pre-shift meetings with the catering staff to improve daily communication regarding BEO's (Banquet Event Orders) changes, specials, promotions, service steps, etc.
5. Conduct monthly staff meetings with a written agenda and forward minutes to Director.
6. Schedule and conduct service training meetings for the staff to maintain a high standard of service to the guests.
7. Ensure that the banquet room is properly set according to the request of the sales department and the guests.
8. Decorate the room and the tables to a theme or the occasion and that ultimate WOW factor for the guests.
9. Make arrangements for rental of furniture and audio visual equipment needs for function.
10. Assign duties for opening and closing and examine work for completion, neatness and organization.
11. Train, develop, coach, counsel, direct and manage the staff. Enforce organization and departmental policies and procedures.
12. Prepare and present charges to the group contact for payment.
13. Communicate additional meal requirements, allergies, dietary needs and special requests to the kitchen.
14. Ensure uniforms, personal appearance and grooming is neat, clean and professional.
15. Welcome and acknowledge all guests according to company standards and meet and greet the party planner/organizer at the beginning of each event.
16. Resolve any problems which may occur during assigned shift (i.e. customer complaints, team member problems, etc.). Keep director abreast of any major incidents, GOOD or BAD.
17. Conduct team member performance appraisals in an accurate, fair and timely manner.
18. Order linen from the linen company weekly according to business levels.
19. Requisition alcoholic beverages from the store room
20. Monitor inventory and usage sheets of these products and establish cost percentages.

PHYSICAL REQUIREMENTS/WORK ENVIROMENT:

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
2. Constant standing and occasional walking, bending and reaching.
3. Frequent climbing of stairs.
4. Occasional pushing/pulling, lifting and/or moving up to sixty (60) pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.
6. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
7. Work environment is NOT smoke, noise or dust free.

Note: Applicant must include resume with employment application.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**