



Get Up and Go!

JOB DESCRIPTION

POSITION: Server Coordinator

STATUS: Full-time / Exempt

REPORTS: Erie Insurance Arena – Concessions Operations Manager

SUPERVISES: Erie Insurance Arena - Food and Beverage part-time staff

FACILITIES: Erie Insurance Arena

CLOSING DATE: October 15th, 2019

POSITION SUMMARY:

The Server Coordinator is responsible for ensuring event details are properly executed. Work closely with Coordinator of Premium Services and Concession Operations Manager through pre-event planning stages, advising best use of facilities and resources to meet event needs. Coordinate physical set-up requirements and service needs by preparing a written function sheet work order detailing the customer’s requirements. Ensure the success of events by arranging staffing, verifying room setup and reviewing event change orders. Prepare work schedules in accordance with staffing guidelines and labor forecasts, adjusting schedules throughout the week to meet business demands.

QUALIFICATIONS:

Bachelor’s Degree in Hotel Restaurant Management, Culinary Arts, or related field. Two to four years in food service operations. He/she must have one year in a supervisory capacity. A strong orientation to customer service and the ability to work with other staff members in the Arena and in other Authority operating venues is a must. The position requires standing and walking for several hours and manual dexterity to operate food service and office equipment. The position requires bending and the ability to lift at least 50 lbs. Computer experience is required with knowledge of Microsoft Word and Excel. Must be able to work an event-based schedule which regularly includes evenings, weekends and holidays. The Coordinator must be bondable and pass a security/reference check. She/he must perform other staff functions as necessary.

SALARY RANGE: \$30,000-\$40,000 annual salary + benefit package



Job Description Detail:

- Review event orders submitted by customers, and post event orders to commissary for production.
- Performs a walk-through of the event space prior to the start of the event to ensure that all details are in order.
- Maintains close communication and works cooperatively with the Coordinator of Premium Services.
- Ensure that the servers and suite attendants are properly trained.
- Inspect suite, club, and courtside set-ups; check for cleanliness, neatness and agreement with group requirements and departmental standards; rectify deficiencies with respective personnel.
- Check function rooms to ensure that all set-ups are in accordance with the event order.
- Anticipate guests' needs and respond appropriately with a sense of urgency.
- Effectively communicate with management, chefs and culinary staff in order to fulfill and address any issues or needs requested by guests and/or other employees.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Check suite/club storage areas for proper supplies, organization and cleanliness.
- Inspect grooming and attire of staff, rectify any deficiencies.
- Ensure replenishment of items as specified on suite par sheets and requested by group contact.
- Constantly monitor staff performance in all phases of service and job functions, ensuring that all procedures are carried out to departmental standards, rectify any deficiencies with respective personnel.
- Ensure all closing duties for staff are completed before staff sign out.
- Provide feedback to staff on their performance, handling disciplinary problems and counsel employees according to standards.

**Erie Events is an Equal Employment Opportunity Employer:
Minority/Female/Disability/Protected Veteran**