



*Human Resources*

## **HOSPITALITY SERVICES MANAGER**

**(FACILITIES / HOSPITALITY SERVICES-INTERNAL CANDIDATES ONLY)**

**SALARY RANGE:** \$42,672 per year

**BENEFITS:** Full benefits package includes 12 days of sick leave, 30 days of vacation, and 11 paid holidays per year; plus a generous medical, dental, life and disability insurance package for employees and dependents. The TIAA-CREF retirement program, deferred compensation, flexible spending account, and optional supplemental retirement accounts are available, as is the statewide tuition waiver program

**SCHEDULE:** 12 month, 8:00am-5:00pm, Mon-Fri, Full time exempt position, some weeknights and weekends for scheduled events.

**DEADLINE FOR APPLICATION:** Preliminary screening will begin July 7, 2009. To ensure full review of your application, all materials should be received by **5:00pm July 6, 2009.**

### **DESCRIPTION:**

This position manages the hospitality services that include operation of food service and conference services for the College and reports directly to the Director of Finance and Auxiliary Services. Responsibilities include managing part-time staff and the Student Union crew, advice and involvement in staff recruitment and selection, performance evaluation and management, training and scheduling staff and crew, budget development and management, development and implementation of policies and procedures for space rental, conference services, and food service. This position creates and implements business and marketing plans, and is responsible for meeting the profit margin objectives for the food service and conference services. This position will work in a collaborative environment with other college departments to ensure successful coordination of events.

### **DUTES:**

#### **Profitability/Operation of Hospitality Services**

#### **Conference Services**

- Develop and implement a business plan for Conference Services that identifies strategies to establish and maintain a profitable business line.
- Develop, produce, and distribute marketing materials promoting Conference Services
- Collaborate with other meeting, convention, and tourism organizations to locate and promote events at the College. Market College facilities to internal/external customers.
- Maximize the use of College facilities when they are not needed for College functions
- Recommend rental rates and service fees for identified client categories
- Prepare and manage the Conference Services budget and allocate resources
- Track and forecast revenues and expenditures
- With the assistance of staff
  - Assure accurate and timely invoicing to clients
  - Respond to inquiries from college staff and external customers
  - Schedule meeting rooms, facilities, food service, and media equipment
  - Facilitate catering services
  - Greet guests and assure event services are provided in an efficient and professional manner and in accordance with the terms of the event contract
  - Negotiate services and fees in accordance with established policies and rates
  - Prepare and process billings and event contracts
  - Collaborate with other College departments for room assignments, security, room set ups, media and computer services, accounting, and other services

## Food Services

- Prepare and manage the food services budget and allocate resources
- Prepare and process billing invoices
- Assure accurate and timely invoicing to clients and college
- Lead preparation and assist in selection of food service vendor(s)
- Negotiate and administer food service contracts
- Assure food service quality and safety
- Collaborate with the food service vendor(s) and the campus community in the development of menus and food service items
- Meet food service profitability targets
- Develop and implement food service policies and procedures
- Liaison between the food service vendor(s) and the College

## Commencement

- Convene and chair the Commencement Committee including representatives from all of the College's divisions (Administrative Services, Instruction, Institutional Advancement, and Student Services)
- Secure the location and coordinate the arrangements for the ceremony including but not limited to the faculty reception, faculty transportation, staging, seating, music, catering, photography, and media services.
- Arrange for contracts and vendors

## **Supervision, Team and Procedure Development**

- Supervise part-time staff and Student Union crew
- Interview and recommend selection of applicants for staff positions and Student Union crew
- Conduct annual performance evaluations and coordinate schedules to assure coverage in the office and at events;
- Establish, maintain and administer policies, procedures and methods used in ordering, receiving, storing, returning, issuing and accounting for supplies, materials, and equipment in conference services operations
- Coordinate schedules to assure coverage in the office and at events
- Develop and implement policies and procedures for conference services events management
- Create and maintain collaborative teams with other departments that support or are affected by events including but not limited to Information Technology, food service vendor(s), Facilities, and Security

## **Leadership**

- Work collaboratively with other Finance and Auxiliary Services managers in the design and implementation of processes and procedures as they relate to the Hospitality Services Department
- Work with other members of the College community to link educational opportunities with hospitality services such as collaboration with the Hospitality and Tourism program

## **COMPETENCIES:**

- Purchasing procedures for equipment, supplies, and services, preferably in a governmental entity
- Principles and practices of customer relations, catering, banquet services, and conference services
- Retail and hospitality commercial operations and marketing practices
- Advanced business financial management skills including financial analysis and forecasting
- Principles and methods of supervision and training
- Physical inventory management and control
- Current technology and relevant software applications including room reservation and financial software and operation of electronic media equipment
- Pertinent federal, state, city and college rules and regulations, particularly fire code, handicapped persons accessibility requirements, as well as OSHA, and Health Department requirements.
- Creative and entrepreneurial self-starter
- Active and innovative problem solving
- Relate effectively with a wide diversity of students, faculty, staff, conference services clients, and community members with tact, patience and respect
- Collaborative conflict resolution skills
- Customer focus
- Anticipate needs of students, faculty and conference service clients
- Ability to work evenings and weekends as required
- Implementation of sound business practices including purchasing, billing, and cost control
- Advanced computer skills
- Supervisory skills including hiring, training, evaluating, and disciplining staff
- Plan, organize, coordinate, and communicate work direction for events
- Analyze situations in a manner that results in the adoption of an effective course of action

- Ability to communicate, orally and in writing, in a professional manner when dealing with students, faculty, staff and external clients.

**MINIMUM QUALIFICATIONS:**

Five or more years of progressively responsible management experience involving public contact such as sales promotion, banquet and event operations, catering, and restaurant or hotel management. A combination of education and experience that would likely provide the required competencies is qualifying.

**PREFERRED QUALIFICATIONS:**

- 3 years of supervisory experience
- Direct management experience in the hospitality industry

**APPLICATION PROCEDURE**

Preliminary screening will begin **July 7, 2009**. The official Highline application is available on the Highline Community College website: <http://www.highline.edu/admin/hr/job> Application materials may be emailed to [jobs@highline.edu](mailto:jobs@highline.edu), faxed to: (206) 870-3773 or mailed. Should you decide to e-mail or fax your materials to us, you must also submit original documents by mail to:

**Human Resources  
Highline Community College  
PO Box 98000, M/S 99-200  
Des Moines, Washington 98198**

Please submit the following materials as a complete package:

- A letter of application that addresses your qualifications as they relate to the skills, abilities and qualifications set forth in this announcement;
- Official Highline Community College application form, <http://www.highline.edu/admin/hr/job> ;
- Current résumé;
- References - names, addresses and phone numbers of at least three individuals who are familiar with your qualifications as they relate to this position, one of whom must be a recent supervisor; and
- A one page response to the following:

*Please describe your commitment to diversity and how diversity contributes to multicultural understanding and appreciation. How have you contributed to a diverse learning community, and what insights have you gained as a result of personal and/or professional experience?*

To learn more about Highline Community College, its mission, culture and classes, visit [www.highline.edu](http://www.highline.edu).

*All materials submitted become the property of Highline Community College and cannot be returned. Personal copies need to be made prior to submitting application materials to the Human Resources Department. The Human Resources Office does not provide copying services. Any corrections, modifications, or changes relating to this positions announcement will be posted online at [www.highline.edu/jobs](http://www.highline.edu/jobs) and in the Human Resources Office, Building 99, and Highline Community College.*

**THE COLLEGE:**

The College, established in 1961, is nationally and internationally recognized as a premier community college. This reputation has been earned through the development of an institutional culture that values innovation, globalization of curriculum, and community participation. Highline is one of 34 community and technical colleges in Washington.

The main campus is perched on a hill overlooking beautiful Puget Sound and the Olympic Mountains, and is located on an 80-acre wooded site in the Pacific Northwest, 20 minutes south of downtown Seattle. With more than 10,000 students and 300,000 alumni, Highline is one of the state's largest institutions of higher education and the oldest community college in King County. Faculty and Staff number more than 1,200, including approximately 140 full times faculty and 350 part-time instructors. For more information about Highline Community College, its mission, programs, degrees, pre-college, basic education and other training programs, please visit our web-site at [www.highline.edu](http://www.highline.edu).

**HIGHLINE COMMUNITY COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER AND EDUCATOR AND OPERATES UNDER AN AFFIRMATIVE ACTION PLAN. THE COLLEGE STRONGLY ENCOURAGES QUALIFIED MEN AND WOMEN OF ALL RACES, RELIGIONS, AND ANCESTRY; DISABLED AND VIETNAM ERA VETERANS; AND PERSONS OF DISABILITY TO APPLY. APPLICANTS WITH DISABILITIES WHO REQUIRE ASSISTANCE WITH THE RECRUITMENT PROCESS WILL BE ACCOMMODATED TO THE EXTENT REASONABLY POSSIBLE. TO REQUEST ACCOMMODATIONS CALL (206) 878-3710 EXTENSION 3220 OR TTD FOR THE HEARING IMPAIRED AT (206) 870-4853.**

**If hired, you will be requested to provide proof that you are either 1) a U.S. citizen, or 2) an immigrant whose status permits you to lawfully work in this country.**