

# The Jewish Community Center of Greater Columbus, OH 43209

## CATERING AND RENTALS COORDINATOR POSITION DESCRIPTION

**Position Title:** Catering & Rentals Coordinator  
**Personnel Code:** Clerical Staff

**Dept No:** 142000      **Department:** Food Services  
**Status:** Non-Exempt      **Supervisor:** Hospitality Director

### **Mission Statement:**

The Jewish Community Center of Greater Columbus is a human service agency offering a varied program that is Jewish in nature. It is committed to enhancing the quality of individual and family life through the promotion of physical, intellectual and spiritual wellness. It provides educational and cultural programs that reflect the Jewish heritage, health related activities and many services to the community at large. Through its wide array of programs, the JCC pursues its mission of strengthening the individual, family and community.

Revised by the Board of Trustees on April 16, 2012

### **Vision Statement:**

The JCC nurtures a passion for Jewish learning and living. Through programs and services, the JCC provides comfortable and inviting environments in which the community can thrive.

Revised by the Board of Trustees on April 16, 2012

### **Agency Expectations:**

- To support the mission of the JCC.
- To insure the highest quality of programs and services and possess a working knowledge of agency programs and services.
- To represent the agency and provide the highest quality of customer service to the individuals and groups with whom you come into contact.
- **To welcome, thank and engage JCC members and guests on a daily basis.**
- To treat fellow staff with respect.
- To adhere to all policies and practices provided in the employee handbook.
- To wear JCC Staff ID badge and attend appropriate staff meetings.

**Position Summary:** Working with the Hospitality Director, Executive Chef and JCC programming professionals, grow the JCC catering and rentals business through increased sales. In collaboration with the Hospitality Director, create system operation protocols for expanding Catering and Rental business, with focus on supporting rentals, catering and Grab & Go store as agency revenue streams. Coordinate events occurring at the JCC while maintaining Kashruth. Facilitate in-house programs, while coordinating the catering business software and the department inventory.

### **Qualifications:**

1. **Knowledge and Education - Minimum Required or Preferred:** Associates Degree with two years of relevant experience or equivalent experience, BS/BA preferred; knowledge of the JCC and Kashruth preferred.
2. **Experience - Minimum Required or Preferred:** Minimum 2 years' experience in event planning and customer service with at least 1 year in the hospitality industry.
3. **Special Skills:** Outstanding customer services skills; highly organized with ability to focus on details; strong communication skills; basic budgetary knowledge, and proficient with Microsoft Office software (knowledgeable in Excel and Word). Works well with others from diverse backgrounds. Knowledge of Kashruth preferred. Knowledge of liquor sales and inventory. Familiar with catering software (Caterese, Zuppler) a plus. Event planning and decorating experience preferred but not required.
4. **Physical Abilities:** Able to sit and stand for long periods. Able to lift 20lb.
5. **Schedule:** Flexible schedule with priority on 5 days per week consistently. Weekends / evenings as needed; schedule adjusted as necessary to meet the needs of the JCC.

### **Duties and Responsibilities:**

#### SYSTEMS

- Assist in creating system of operational protocols for expanding Catering and Rental business.
  - Opening/closing procedures
  - Inventory procedures including liquor inventory
  - Maintenance and review process for rentals in Traction Rec (Salesforce)
  - In and out of house ordering procedures

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### CATERING

- Promptly return emails, voice mails & phone calls;
- Process quotes for clients and potential customers in a timely manner;
- Follow up with clients and potential customers to gain needed information;
- Following each event, send thank you note and client evaluation;
- Work closely with the Executive Chef, Hospitality Director, and program professionals to ensure successful internal and external events;
- Coordinate with maintenance and housekeeping supervisors, ensuring set up and tear down are accurate, timely and complete;
- Utilize CaterEase software to manage all internal and external events;
- Attend weekly food service department meetings;
- Facilitate Zuppler orders, Grab & Go items and meals to go;
- Coordinate CJDS meals in New Albany;
- Monthly Billing
  - Collect and process payments for catering events;
  - Run event query, bill to appropriate agencies and print invoices for the business department;
  - Responsible for Agency's food bills & allocations ;
  - Collect, process purchase orders and submit to Hospitality Director;
- In-house Program Facilitation
  - Manage internal orders;
  - JCC Programs;
  - Responsible for food requests and oversight of details (date, numbers, set up, in house event submission);
  - Work with the Executive Chef and the kitchen staff to ensure timely food delivery and completed orders;
  - Follow up with staff for feedback;
- JCC Outdoor Swimming Pool Snack Bar;
  - Order food and supplies with Chef,
  - Supervise Snack bar staff, inventory, reconciliation

### OFFICE

Working collaboratively with Hospitality Director:

- Responsible for in-house Food Service Calendar;
- Responsible for telephone;
  - Answer, screen calls, take accurate messages, return calls and accurately relay messages as requested;
- Maintain office files, supplies and equipment;
- Responsible for kitchen purchasing and supplies in coordination with Chef and Hospitality Director for internal and external events;
- Submit purchase orders, invoices, ordering, inventory, and maintain log, assist JCC program staff and preschool directors with special catering needs;
- Assist food service staff as requested.
- All other duties as assigned.

### **Acknowledgement:**

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Employee's Name Printed

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Employee's Signature

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Date of Signature