**UNIVERSITY OF VICTORIA**  
**CUPE LOCAL 951 POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>JOB: Clerk/PB7</th>
<th>TITLE: Degrees Catering Assistant</th>
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<tr>
<td>DEPARTMENT: UNFS</td>
<td>POSITION NO: 992310 997906</td>
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<tr>
<td>SUPERVISOR: Manager, Degrees Catering</td>
<td>LAST UPDATED: September 18, 2014</td>
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**SUMMARY:**
This position contributes to the effective administration of the Degrees Catering Department, providing administrative and clerical support to the planning and delivery of catering and event bookings at multiple locations on and off UVic campus. This position acts as the first point of contact for most clients to Degrees Catering services.

Responsibilities include: providing information, advice and assistance to clients regarding catering services; generating weekly catering summary and function reports; participating in weekly meetings and taking minutes; effectively establishing and maintaining all Degrees Office administrative processes including record-keeping and processing financial forms.

**MAJOR RESPONSIBILITIES AND DUTIES: (In order of importance to a maximum of 8)**

1. **Responsibility: Provides information and assistance to clients regarding catering services**

   **Duties:**
   - Responds to initial inquiries from clients in person, through email and over the phone regarding catering, facilities, audio visual and room availabilities
   - Provides advice to clients on menu planning
   - Recommends best suitable room and setup style based on event details
   - Recommends equipment needs and prepares appropriate information packages
   - Takes reservations for groups and processes accordingly

2. **Responsibility: Generates weekly catering summary and function reports for distribution to associated departments**

   **Duties:**
   - Accurately inputs data using Cobra catering software, word processing, spreadsheets and database software
   - Updates databases and specialized computer software with order changes, cancellations, etc
   - Manually distributes all event details to departments sometimes multiple times a day
• Attends weekly F&B meetings and discusses the events they have booked in detail and provides input when necessary, and takes minutes

3. Responsibility: Effectively maintain all Degrees Catering office paper work

Duties:
• Working in FAST AR & keeps records
• Working in our online payment systems, Beanstream & keeps records
• Working on POS system NCR to bill events & keeps records
• Processes invoices and journal reports & keeps records
• Follows specific filing systems
• Recommends and implements changes to office administrative processes

4. Responsibility: Effective time management and ability to prioritize duties with minimal supervision

Duties:
• Provide effective customer service to clients and the public while multitasking through numerous interruptions
• Must be able to deal with conflict and respond to customer concerns in a diplomatic and tactful manner
• Confidence in learning and adapting to ever changing event trends
• Liaises with clients throughout the day

REQUIRED QUALIFICATIONS:
Minimum 2 years in catering or similar food and beverage outlet

Skills:
• Excellent verbal & written communication
• Strong attention to detail and accuracy
• Time management
• Administrative ability to organize & plan effectively
• Ability to prioritize, manage workload and meet deadlines
• Ability to manage an extensive range of administrative and clerical functions in a busy team environment with constant interruption
• Ability to build long term relationships with faculty, staff, students and the general public

Specialized Knowledge/Education:
• Food Safe certification required
• Serving it Right certification required
• Experience reading and understanding BEO’s an asset
• Experience working with Cobra catering software program or similar
• Experience working with NCR POS system or similar
• Familiarity with UVic's online systems, including FAST

Experience: Preference will be given to applicants holding previous catering experience or similar food & beverage experience in a complex organization
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<th>Employee’s Signature:</th>
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<tbody>
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<td>Supervisor’s Signature:</td>
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