

## **Event Operations Supervisor**

### **Role Summary**

Reporting directly to the Event Operations Manager, this position is responsible for supervising event operations associates and leaders in their daily responsibilities and ensuring smooth execution of resort events. Supervisors will assist with training, evaluating, coaching and motivating associates.

### **Accountabilities**

- Oversee all on-site details for executing group events; develop and follow checklist or itinerary, and troubleshoot event problems
- Serve as liaison and contact person for coordinating details of events with clients, outside vendors, meeting planners, and other departments involved with events
- Design, confirm, and communicate room layouts and set-up requirements for special events
- Prepare weekly departmental payroll paperwork
- Supervise execution of events within the resort and off site
- Liaise with Event Managers to ensure all event details are communicated to team
- Prepare daily allocation of duties for Event Operations team
- Ensure audio-visual requirements from third party provider is being achieved to deliver optimum service for the guest
- Communicate with and instruct associates on how to set up event rooms to client specifications
- Respond to guest inquiries and concerns and offer solutions
- Manage end of function billing and cash bar reconciliations
- Assist with payroll and reconciling gratuity spreadsheets
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

### **Requirements**

- Minimum of 2 years supervisory experience in a full service restaurant operation, preferably in a resort setting
- Strong computer skills, including Microsoft applications
- Smart Serve certified
- Knowledge of basic sanitation controls and purpose and use of cleaning supplies
- Knowledge food handling safety and sanitation procedures

### **Working Conditions**

- Must be able to work flexible hours including days, evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 50 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.