

VENUE MANAGER

Pigeon Creek Event Center

At Pigeon Creek Golf Course we are passionate about what we do and it shows in the service we provide to each and every client. We strive for our guests to feel relaxed and enjoy their event, while we take care of the details. Our work is very different from that of other event venues in that we approach everything from a service mindset.

JOB DESCRIPTION: The Venue Manager is responsible for the venue management of Pigeon Creek Event Center, website and social media management in coordination with FORE UP Marketing Services, client development, venue tours, event set up, clean up, event coordination, event logistics, menu planning for food services as well as bar services.

ADDITIONAL DUTIES AND RESPONSIBILITIES

Manage a popular West Michigan event venue

Work directly alongside clients to plan and execute each event

Communicate with new and existing clients in a friendly, upbeat, positive manner about the company brand, venue facility, and menu; making personal connections to ensure clients feel welcomed and valued

Anticipate and exceed the needs and expectations of clients

Meet with new and existing clients to set up tours, create client proposals, accept deposits, develop detailed event orders to include updates and changes as required by clients, and arrange prompt payment for all events in accordance with company standards

Develop detailed floor plans and notes for each event

Ensure all event contracts are signed by the client and all payments have been received

Monitor all correspondences with clients and vendors in accordance with company policies

Build and maintain relationships with outside vendors

Maintain a working knowledge of venue details, menus and menu item descriptions to create comprehensive menu options for clients

Collaborate with food trucks and caterers to develop special menus for events and league play

Track all client contacts through Caterease to ensure frequent, ongoing interactions, and follow up through phone calls, reach outs, and mailings

Confirm final counts and event details in accordance with company policy

Conduct a post-event follow up to ensure client's expectations were met and to inquire about repeat business

Handle client follow up, feedback & complaints according to company standards

Respond to sales inquiries within twenty-four (24) hours of initial inquiry

Assist with future sales forecasts and proactively recommend new sales and marketing efforts to meet and exceed budgeted revenue

Distribute event orders and information to the operations team in a timely and efficient manner, ensuring accuracy of all information

Work with the operations team to coordinate appropriate levels of event staff and chefs to meet the event's needs

Report to work in professional and appropriate attire

Participate in company meetings including but not limited to, weekly meetings, huddles, and sales meetings

Attend trade shows, professional development courses & off-site promotional efforts.

Ability to adapt rapidly to changing market dynamics and needs of the company

Ability to work effectively in high-pressure situations while maintaining composure

Ability to lift up to 50 lbs multiple times per shift.

Ability to sit at a desk for extended periods of time

Ability to pass motor vehicle background check

The responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.

DESIRED QUALIFICATIONS AND CHARACTERISTICS OF APPLICANT: Extremely responsible, detail oriented, friendly and resourceful, excellent interpersonal and communication skills (strong written & verbal communication skills), eagerness to learn, willingness to work hard, be creative, think outside the box, problem solver, team worker, organized, trustworthy, proactive, takes initiative, dependable.

Our ideal candidate has both office and floor experience in venue management. You'll be explaining and walking the clients through the process of creating their ideal event, from creation until the very last person walks out of the event. Proficiency with Social Media, Microsoft Office, Outlook, Excel & Word along with using event booking software (we will be using Tripleseat) is a must! Hours will be based on event volume and administrative responsibilities along with the occasional evening availability for client meetings.

BENEFITS: Pay based on experience, flexible schedule during event weeks, opportunity for advancement

We're looking for high-end service providers that aim for excellence and are ready to take their career to the next level. If you're a hard-core service provider and live for the rush of service and pleasing your guests, this is the job for you! We're a small team, but we're mighty, and we want our team to grow right along with the company. If you're ready to join the team everyone's talking about, send us your resume.

Thank you,

Chase Kuyers, PGA, Co-owner