



# International College of Management Sydney

## Job and Position Description

**Position Title:** Functions Coordinator  
**Reports to:** Food & Beverage Manager  
**Direct Reports:** N/A  
**Key Relationships:** Operations/Kitchen/Food & Beverage Supervisor

### Accountabilities/Responsibilities:

Key Responsibility Areas (KRA)	Key Duties and Accountabilities	Performance Review Measurement Criteria (PEAR)
1. <b>Function Bookings</b>	1. Accuracy of Event 2. Profitability	Guest Feedback Financial Reports
2. <b>Maintain Files</b>	1. Accounting Procedures followed. 2. Follow Up Sales Leads	Guest Feedback
3. <b>Function support</b>	1. Effective communication internally to all areas 2. Notify of any OHS & Issues	Financial Reports Guests Feedback Monthly Reports
4. <b>Revenue Management</b>	1. Promote the surrounding areas of the College to all guests 2. Actively Up Sell 3. Correctly record of all sales transactions 4. Explain menu, products and pricing to guests 5. Explain additions to the menu and promotions 6. Develop a good working knowledge of menu items	Financial Reports
5. <b>Expense Control</b>	1. Correctly input into the POS 2. Provide accurate and timely billing 3. Reconcile shift takings 4. Minimise breakages / loss 3. Eliminate waste	Financial Reports



## **Job Summary**

This position is primarily but not limited to the booking and organising and running external events from the start of the enquiry to the completion of the Event. Providing the highest level of service and professional manner at all times and ensuring that all staff provide this also.

## **Key Result Areas (KRA)**

### **Function Bookings**

- Respond to both phone and email function enquiries
- Make all bookings as requested
- Respond to external clients in the absence of the Conference & Events Manager

### **Maintain Files**

- Maintain monthly summary events report
- Maintain monthly internal reports
- General administration tasks including data entry and filing
- Use of Fidelio Opera for booking and accounts procedures as requested

### **Function Support**

- Report all maintenance issues to the Maintenance Manager in accordance with the defined policy.
- Ensure that any OH&S risk is reported when identified and follow up to remove associated risk.

### **General**

- Attend all scheduled Function Meetings and All Staff Meetings
- Foster an effective working relationship with all faculty and administration ensuring efficient lines of communication



- Adopt a friendly, courteous, and professional approach at all times when dealing with staff, students and members of the public
- Possess a high level of interpersonal and organisational skills as well as effective oral and written communication
- Maintain confidentiality
- Consistently adhere to the rules, policies and procedure as issued from time to time by the College Management
- Uphold a professional appearance and act in a professional manner at all times
- Assist the Manager with additional duties as required.

Please sign in the space provided below to indicate that you have read, understood and agree to the responsibilities outlined in this job description.

Direct Manager  
Functions Coordinator  
Date:

Employee  
Title  
Date:

