

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Food and Beverage Coordinator		
<b>Job Code:</b>	PR5221	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	611	<b>Date Reviewed:</b>	02/01/2021
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	03/06/2021

### GENERAL SUMMARY

Coordinates food and beverage operations for golf courses citywide. Provides strategic intelligence to partners and clients regarding all Food and Beverage initiatives including, but not limited to, vision, business planning, capital expansion, branding, menu/restaurant, and the creative and conceptual development of new Food and Beverage experiences.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies, procedures and compliance with Food and Beverage certifications; maintain a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Oversees the food and beverage operations for golf courses citywide and assists service staff when necessary in order to ensure a successful daily operation.
3. Works closely with Golf Course Operations and Food and Beverage Team to ensure each location meets quality standards for customer service, health/sanitation, safety and security/loss prevention.
4. Manages Community Room rental and catering operations to include marketing, scheduling and event operations.
5. Handles all incoming prospect Community Room rental calls, handles walk-in clients as needed, and is available to give site visits and tours to potential clients.
6. Maintains Community Room's master calendar and function book.
7. Drafts and negotiates rental contract terms/pricing/conditions with clients and vendors.
8. Maintains fiscal responsibility in terms of rental revenue; follows procurement processes.
9. Reviews financial statements, sales/activity reports, facilitates monthly food and beverage product inventory, and assists to complete yearly budget processes for food and beverage operations.

10. Develops and implements market competitive menus and food and beverage marketing programs.
11. Creates programs and promotions to market special menu items, increase sales, and increase guest patronage.
12. Promotes the dining facilities for private banquets, business and social meetings and other related activities.
13. Analyzes customer trends, identifies needs and issues, reviews comments and answers to complaints in order to ensure a quality experience while enhancing future sales opportunities.
14. Participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; and makes recommendations for changes and improvements to existing standards and procedures.
15. Reviews and analyzes performance data to measure productivity and goal achievement which will determine areas needing cost reduction and program improvement.
16. Ensures compliance with City of Fort Worth, Parks & Recreation, and Golf Course policies and procedures including safety and sanitary regulations.
17. Performs other duties as required.
18. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Operation, services and activities of a food and beverage operation.
  - Point of sale systems.
  - Pertinent Federal, State and local laws, codes and regulations.
  - Facility Rental, Catering, Scheduling and Event Operations.
  - Marketing strategies.
  - Procurement, Bids, and Contracts.
- **Skill in:**
  - Time management and good judgment.
  - Computers and work related software.
  - Must have good computer skills and be proficient in but not limited to: Club Prophet Point of Sale System or similar Golf/Restaurant point of sales systems.
  - Interpersonal communication.
  - Credit card handling.
  - Problem solving.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Assist in training subordinate employees.
  - Establish and maintain effective working relationships.

- Prepare clear and concise operational reports.
- Connect with customers.
- Respond to inquiries and complaints from the public in a tactful manner.
- Research, analyze, and evaluate programs, policies, and procedures.
- Independently prepare correspondence and memoranda.
- Recognize organizational and operational deficiencies and recommend corrective actions.
- Conduct cash and cash equivalent handling training to subordinates.
- Interpret and understand complex City policies and develop plans to comply with regulations.
- Prospect, market, book and manage banquet facility rentals.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree from an accredited college or university with major course work in Marketing, Business Administration, Hospitality Management, Business Management or a related field and three years of management private event experience, hospitality, administrative experience, or a background in event services, banquets/catering.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

Ability to obtain and maintain Management Food Handler permit and TABC Certification.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.