



# EVENT SERVICES & CATERING MANAGER

FLSA Classification: Full-Time, Exempt

The Country Music Hall of Fame® and Museum Events and Culinary Department

*Applications are accepted electronically [HResources@countrymusichalloffame.org](mailto:HResources@countrymusichalloffame.org)*

The Country Music Hall of Fame® and Museum has an opening for a full-time non-exempt Event Services & Catering Manager in the Events and Culinary Department.

**Company Overview:** The Country Music Hall of Fame® and Museum seeks to collect, preserve, and interpret the evolving history and traditions of country music. Through exhibits, publications, and educational programs, the museum teaches its diverse audiences about the enduring beauty and cultural importance of country music. See all available opportunities here: [Employment](#).

**Departmental Overview:** The events and culinary department is responsible for executing more than 1,500 events taking place at the Country Music Hall of Fame and Museum on an annual basis, revenue from which goes directly to supporting the overall mission of the Museum. Specifically, this includes private events, publically ticketed events/concerts and two in-house restaurants.

**Job Overview:** Responsible for assisting in coordinating, communicating and executing all facets of private, public, programming and Hall-hosted events booked in the Country Music Hall of Fame and Museum. This person should have a good working knowledge of event planning and management as well as food & beverage.

## **Specific Job Duties:**

- Responsible for maintaining good communication, working relationships with all areas within the Museum to include Associate Director of Catering & Event Services, Director of Event Sales & Services, Senior Manager of Event Entertainment, Executive Chef, Director of Operations, Banquet Manager(s) and all catering staff, facilities management, security, guest relations, audio-visual staff, housekeeping, retail, accounting, etc. so as to ensure a superior event experience for a wide variety of clientele.
- Must maintain a superior working knowledge of all event phases.
- Responsible for working directly with clients to plan all details of an event to create a memorable experience for guests.
- Must provide VIP service to each and every client, understanding that professionalism and the highest quality of service is the expectation.
- Must have an excellent knowledge of food and beverage – will work directly with the Executive Chef and culinary team to create custom and unique menus.
- Responsible for providing accurate accounting information for event invoicing.



- Must keep abreast of event trends and ideas, seek new vendors as well as maintain relationships with existing vendors.
- An active membership in related event trade associations preferred.

**Minimum Qualifications:**

- Must possess a general knowledge of audio visual, technical/sound equipment
- 1-2 years convention/event servicing and catering experience preferred

**Preferred Qualifications:**

- Experience with Event Management Systems (EMS) and Social Tables diagramming software a plus

**Essential Competencies (Knowledge, Skills and abilities needed for success in the position):**

- Must possess a 'can do' service attitude
- Strong leadership qualities
- Excellent communication skills
- Willingness to go the extra mile to ensure an event's success
- Must be detail-oriented
- Must have ability to handle multiple clients and events simultaneously

**Conditions of Employment:**

- Will be asked to work or assist with events that occur outside of normal working hours
- This position is subject to a background check