

# Employment Opportunities

600 NE Grand Ave.  
Portland, OR 97232-2736  
503-797-1570  
[www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs)



## Catering Manager

(Service Supervisor II)

Internal and general recruitment

<b>Status:</b>	One full-time position
<b>Work location:</b>	Oregon Zoo Guest Services Division 4001 SW Canyon Rd., Portland, OR
<b>Salary range:</b>	\$52,339 - \$71,190 annually Starting pay: \$52,339 annually This position is not represented and is exempt
<b>Recruitment number:</b>	Zoo-1310-Oct09
<b>Application deadline:</b>	October 21, 2009 (internal) October 28, 2009 (general)

**Internal applicants** must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

**Please carefully follow application procedures at the end of the announcement.**

### Position summary

Plans, organizes and oversees all catered event activities at the Oregon Zoo, and assists with the management of the food services outlets for the Guest Services Division of the Oregon Zoo. Actively generates sales leads for potential catering business. Supervises staff that work at multiple levels within the division. Assists with the hiring, training, supervising, coaching and disciplining of food service part-time and seasonal staff, banquet captains and catering assistants. The catering department generates over \$2 million in catering sales annually; food services generate more than \$5.5 million annually in food and beverage sales.

### Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Actively promotes the Oregon Zoo's catering operation through creative marketing/sales efforts.
- Seeks out and books new business and grows repeat business.
- Monitors revenue and expenses on a daily and monthly basis to ensure profitability. Adjusts staffing levels on a daily or per event basis. Assesses food costs as appropriate to accomplish budgeted goals.
- Prepares paperwork for catering events including proposals, contracts, menu planning, billings, inventory, and monthly profit and loss statements. Develops sales tracking and follow up reporting systems.

- Prepares annual marketing plan and implements marketing and sales effort for the Oregon Zoo Catering Department to potential clients.
- Researches and recommends new menu items based on sales potential. Conducts an ongoing review of menu mix and makes recommendations for new food items and prices. Recommends equipment and supply purchases.
- Assists with the hiring, training, supervising, coaching and disciplining of food service part-time and seasonal staff, banquet captains and catering assistants; schedules staff; monitors and evaluates performance, recommends wage increases, and recommends disciplinary action as necessary.
- Participates in the preparation of annual revenue and expense budget. Provides input on sales forecasts, labor costs and associated expenses to be included in annual budget.
- Ensures compliance of public health standards, OLCC directives, state laws and regulations.
- Supervises monthly physical inventory of food facilities; reviews preliminary costs.
- Responds to customer comments and complaints.
- Notifies appropriate repair contractor in the event of equipment failure.
- Coordinates with other zoo departments in the production of zoo-wide events that include food and beverage services, such as summer concerts and ZooLights.
- Develops and cultivates outside contacts in order to maximize sales and effectively coordinate with clients, vendors and stakeholders.
- Opens food service outlets daily; evaluates and adjusts staff levels based upon anticipated guest counts.
- Closes food service outlets daily including securing food, alcohol, cash and keys.
- Performs other related duties, as assigned.

## **Minimum Requirements**

High school diploma or GED and specialized training or coursework beyond the high school level in catering or restaurant management, and one year of experience in the high level of supervision of catering services; or any combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. Possession of or ability to obtain an OLCC server's permit and Food Handlers Certificate. Possession of driver's license is preferred. Ability to obtain First Aid/CPR certification is desirable.

## **Knowledge, skills and abilities**

- Knowledge of catering and special event procedures, restaurant management, techniques, materials, food, alcohol, equipment, and expenses and revenue monitoring.
- Knowledge of all state and local regulations and standards pertaining to the food and beverage industry.
- Knowledge of supervisory principles and practices, including planning and organizing work activities, recruitment, training and motivating staff.
- Knowledge of budgeting methods and principles, and project and records management.
- Knowledge and skill in menu planning and cost forecasting.
- Knowledge of cashiering principles and cash control.
- Ability to set work priorities, schedule, direct, manage, motivate, and evaluate assigned staff.
- Ability to adjust staffing levels and food costs based upon anticipated visitor traffic, and to accomplish budgeted goals.
- Ability to analyze and evaluate operations, and assist in preparation of long-range goals and implementation of action plans.
- Ability to assist in keeping inventory and related records.
- Ability to actively establish and maintain effective cooperative working relationships with all Oregon Zoo employees, clients and their guests, and regular zoo visitors and others contacted in the course of work.
- Ability to monitor revenue and expenses on a daily and monthly basis to ensure profitability.
- Ability to maintain accurate and complete business records.
- Ability to independently resolve business and client issues and concerns.
- Ability to communicate clearly and concisely, both orally and in writing.

- Ability to remain calm in emergency situations, gather information and respond appropriately.
- Ability to work in a multi-tasked, fast paced environment.
- Ability to train seasonal staff in a restaurant and catering environment.
- Ability to work any and all flexible shifts that may be assigned or necessary for operation success; including days, afternoons, evening shifts, and weekend and holidays.

## Working Conditions

Duties can be performed both indoors and outdoors. Employees can be exposed to inclement weather conditions, working with power equipment and sharp tools, and working around potentially toxic chemicals or other substances. Mental activities required by jobs in this series include frequent decision making, discretion, problem analysis and resolution and independent judgment. There is frequent use of interpersonal skills, teamwork, creativity, customer service skills, negotiation, presentation/selling, training/supervising and basic math. Understanding and the ability to read, speak and write the English language is required. Physical activities frequently required include standing or sitting, walking, talking, hearing, fingering, repetitive motions of hands and wrists, grasping and handling. Depending on the program area, occasional pushing, pulling lifting and carrying of 10 to 500 pounds (with assistance) is required.

**Benefits:** Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. Metro participates in the Public Employees Retirement System (PERS), contributing both the employer and employee portion. Employees hired after August 2003, who have not previously worked in a PERS benefited position will participate in the OPSRP program; eligibility for OPSRP generally begins the first of the month after working 6 full months. Eligibility for Tier 1 or Tier 2 PERS generally begins after working 600 or more hours in a 12-month period.

**Immigration law notice:** Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

**Equal employment opportunity:** All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

**Veterans' preference:** Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's preference consideration in your cover letter.

**To qualify,** veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status, and 3) your public employment preference letter from the US Department of Veterans' Affairs.

## Application procedure

This position opens to internal and general candidates on October 13, 2009.

### To apply, submit the following

1. Metro/MERC standard application form
2. Applicant contact information form (located on page 3 of the application)
3. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

## Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
  - The responses must be addressed individually and included with the application on a separate sheet(s).
  - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
  - Your responses will be used as part of your application evaluation.
1. **Describe, in detail, your professional experience managing multi-faceted catering operations. Include sales experience, the quantity and types of events managed and the number and experience level of staff supervised.**
  2. **The Oregon Zoo Food Services operates seven days a week. What days of the week and hours during the day are you available? If selected, how would you balance the sales and operational demands of this position?**
  3. **Please prepare a sales proposal including a menu and event plan for an awards banquet to be held at the zoo on May 9, 2010 for 300 people at \$33.00/person.**

## Submit your application

**Deadline:** 5 p.m., October 21, 2009 (internal)  
5 p.m., October 28, 2009 (general)

**E-mail:** [jobs@oregonmetro.gov](mailto:jobs@oregonmetro.gov)  
Please include the word "Application" in the subject line of your e-mail.  
Electronic attachments must be in MS Word or PDF format.

**Mail or drop off:** Metro Human Resources Department  
600 NE Grand Ave, Portland, OR 97232

**Fax:** 503-797-1798

## Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will be discarded. All materials submitted become the property of Metro and will not be returned.

## Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at [www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs) and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday. When accessing recruitment updates, you will need to know the title of the job for which you applied.

## An Equal Opportunity/Affirmative Action Employer