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| Job Title | Catering Services Lead | Classification | Grid Level 9 |
| Department | Precinct Services | Position # | DR5009 |
| Reports to | General Manager, Parliamentary Dining Room | Date Updated | March 2025 |

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

The Precinct Services department is responsible for a variety of services in support of the Legislative Precinct buildings and grounds. Primary services include long-term capital planning and infrastructure development, facilities and property management services, including maintenance, repair and cleaning of the Precinct buildings and grounds, and food services. Precinct Services is also responsible for the provision of oversight, training, and support to Legislative Assembly departments in the areas of procurement and contract management.

JOB SUMMARY

Reporting to the General Manager (GM), the Catering Services Lead is the first point of contact for Parliamentary Dining Room event inquiries and is responsible for ensuring Members and guests are welcomed and served according to the highest professional standards. This role plans, coordinates, and oversees the catering operations of the Parliamentary Dining Room. This role is split between catering operations and general dining room Guest Services tasks to ensure service excellence standards are consistently met.

KEY RESPONSIBILITIES

- Oversees catering operations and coordinates staff to meet daily requirements.
- Plans and coordinates catered events, including inquires, event details, and changes to ensure seamless service.
- Ensures the professional assembly and presentation of all food and beverage items during events.
- Plans and prepares for upcoming events, ensuring cleanliness of relevant areas, coordinating with other Assembly program areas and overseeing room set-up and tear-down according to clients' specifications which includes but is not limited to moving buffet tables, chairs etc.
- Communicates effectively with team members and relevant departments, providing clear verbal and written instructions, coordinating work activities, and ensuring seamless collaboration to meet customer service standards.
- Conducts post-event evaluations to identify areas for improvement.

- Proactively resolves operational issues ensuring teamwork, efficiency and professional service.
- Assists the GM in related tasks such as training of staff, scheduling, timesheet approvals and preparing deposits when required.
- Identifies issues and makes efficient decisions to resolve situations that may arise during peak service times.
- Maintains thorough knowledge of menus and dining options to answer questions and assist clients with menu selections.
- Operates the point-of-sale system to place orders and records all transactions accurately.
- Receives payment by cash, credit/debit cards and vouchers, makes change, issues receipts, refunds, and credits accurately.
- Prepares and submits record of charge sales and cash register journal tape to the GM.
- Ensures all health, safety and sanitation standards are consistently maintained in accordance with regulations and organizational policies and procedures.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
 Executive Financial Officer
 Director, Precinct Services
 General Manager, Parliamentary Dining Room
Catering Services Lead

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in hospitality or a related program, plus at least 1 year of catering or food service leadership experience within a high-volume establishment, or an equivalent combination of education and experience.
- Completion of FOODSAFE Level 1 course.
- Current Serving It Right certification.
- Private club or hotel experience is considered an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of fine-dining service standards and best practices.
- Knowledge of catering operations, including event planning, setup, service flow, and teardown.
- Knowledge of cash handling policies and procedures, and ability to operate cash registers and POS systems.
- Excellent customer service, conflict resolution, teamwork, and collaboration skills.
- Excellent organizational skills to coordinate multiple events or clients simultaneously, and to respond to short notice changes or challenges without impacting the client experience.
- Ability to communicate effectively and interact in a professional and courteous manner.
- Ability to translate client visions into actionable event plans.
- Ability to provide a positive, enthusiastic approach while promoting cooperative and effective working relationships with co-workers and customers.
- Ability to demonstrate sound judgment, tact, and discretion while communicating with elected officials, staff, user groups, and the public.

- Ability to be self-motivated, flexible, and adaptable to changes in processes and continuous improvement.
- Ability to meet the physical requirements for the job including lifting up to 25lbs, bending, reaching, prolonged standing and walking.