



## **CLIENT SUCCESS PRODUCER, MAJOR EVENTS**

Ridgewells Catering is seeking a highly motivated, experienced professional to join our Major Events team as a Client Success Producer. This multifaceted position primarily focuses on sales and client relations for United States Golf Association championship accounts, but also has a hand in overall operations.

### **RESPONSIBILITIES**

- Manage a portfolio of high-end corporate clients
- Create strategic client-facing materials and presentations
- Use catering software to manage client information and create customized menus to match each client's budget and needs
- Design individual service plans for each client inclusive of staffing levels, equipment needs and layouts
- Collaborate with the culinary department to research and develop innovative new menu items that incorporate regional flavors and companies/brands
- Coordinate all internal tastings with various departments
- Serve as the liaison between clients and the rest of the team to ensure flawless execution
- Work with staffing team to create event labor budgets and preliminary schedules
- Develop training materials and presentations for on-site event staff
- Train, manage and supervise front of house and back of house temporary on-site staff
- Handle all billing, invoicing and accounts payable functions for each client
- Develop, implement and execute new ideas, methods and procedures to enhance the sales experience and improve the overall operation
- Comply with all ServSafe, TIPS and HACCP guidelines

### **QUALIFICATIONS**

- Bachelor's degree in Business, Hospitality, Event Management, or related field
- 3+ years of account management, client relations and/or sales
- Exceptional organizational skills and attention to detail
- Strong communication skills (written and verbal)
- Team player with an outgoing, helpful personality, and positive, can-do attitude
- Physical and mental capability to work long hours on your feet, while interacting with clients, guests and staff, at outdoor events
- Proficient use of MS Office (specifically MS Excel) with the ability to learn new computer programs quickly - experience in Adobe InDesign and Photoshop are a plus
- Some travel, including up to 30+ consecutive days in May and June
- Knowledge and/or interest in food is a must

### **BENEFITS**

- Medical, Dental & Vision Insurance
- 401(k) Plan
- PTO & Sick Leave

### **COMPANY INFO**

Ridgewells is Washington DC's go-to caterer for stunning events and culinary innovation. With an eye for detail and a love of fabulous food, Ridgewells reputation for delivering phenomenal experiences and impeccable service for over 90 years. Our mission is to create a growing, dynamic company that consistently provides the very best in quality, service and presentation by exceeding client expectations, challenging the conventional and spreading our passion for celebration.

**Disclaimer Statement:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**How to apply:** Email resume to HR@ridgewells.com. Please put "ME Client Success Producer" in the subject line of the e-mail.