



Role title: Customer Experience Officer - Events & Catering

Reports To: Chief Operating Officer

Work type: Volunteer

Hours: Between 8 - 15 hours per week

Dates: Commencing 19th February 2024

Location: 747 Collins Street, Docklands 3008, plus a hot desk at The Hub, Southern Cross / work from home arrangements

About Meals with Impact

Our Purpose:

Meals with Impact exists to help women from migrant and refugee backgrounds feel more confident working in Australia's hospitality industry through hands-on training, paid work, and a pathway to meaningful, sustainable employment.

Our Mission:

To provide the opportunity for learning, training, and working through the creation and distribution of culturally diverse meals in a safe, inclusive, and equitable environment.

About the role

The Customer Experience Officer is responsible for providing a professional and welcoming point of service for event and catering enquiries for Meals with Impact.

Responsibilities

Event Coordination

- Participate in weekly event meetings (currently Mondays, 2 pm) to discuss upcoming event details and outstanding tasks
- Respond to new enquiries, supporting the COO to plan and coordinate events from start to finish
- Input basic data entry (into Monday.com and Event Order Forms)
- Liaise with customers, internal and external stakeholders including menu coordination with the executive chef and operational requirements with the COO
- Work with the client on budgets, and provide solutions based on internal KPIs
- Book in deliveries for off-site catering and events
- Maintain status updates on Monday.com

- Ensure event is completed to the highest standard and help the team to resolve any problems that may arise

Essential Criteria:

- Event management experience
- Experience working in a customer service role, preferably within the Hospitality Industry
- Strong digital literacy skills with ability to use:
 - Microsoft programs
 - Outlook
 - Event Management platforms or ability to learn how to use new platforms
- Excellent interpersonal skills

Contact Details:

This role reports to Chief Operating Officer Rachael Hua:

Rhua@mealswithimpact.com.au