

Job Description

Date:	May 2026
Title:	Custom Events & Group Travel Specialist
Department:	Visitor Services
Position Reports To:	Custom Events & Group Travel Manager
Status:	Exempt / Full-Time

Summary:

The Custom Events & Group Travel (CE>) Specialist supports the planning, coordination, and execution of group visits, special events, and institutional functions at the Buffalo Bill Center of the West. Reporting to the Custom Events & Group Travel Manager (CE>), this position ensures smooth logistics, excellent customer service, and accurate recordkeeping for all internal and external events, clients, and group travelers. The CE> Specialist also provides oversight and manages part-time and on-call event staff during on-site programs.

Job Duties:

- Champions quality and forward momentum in food service, event planning and execution
- Coordinates event and group tour reservations by preparing bookings in the ATMS point-of-sale system, reviewing event and staffing availability, and issuing confirmation details
- Collaborates with the Catering Chef on the development and implementation of recipes and food items for custom events
- Acts as Production Chef for catering as needed
- Maintains on-site logistics and resources for events and group tours
- Supervises the organization, access, and stock of Catering Storeroom materials
- Directs the Catering-related linen collections and laundry services at the Center of the West
- Conducts hard goods inventory, organization, and management
- Conducts alcohol and liquor inventory, organization, and management
- Communicates with internal departments and other institutional staff to ensure that group and event preparations are timely and visits run smoothly
- Uses technology to streamline workflows, effectively communicate, and maintain accurate records of group tours, private events, and institutional bookings
- Cross trains with Admissions, Eatery, Coffee Bar, and Dishwashing teams to provide support as needed
- Coordinates guided tour and catering experiences for groups when requested
- Addresses customer concerns regarding events and group travel participants/staff, escalating to the CE> Manager when appropriate

Competencies:

- Excellent written and verbal communication abilities
- Ability to effectively organize and prioritize tasks to manage multiple projects, people, and timelines simultaneously
- Demonstrated strong customer service and hospitality standards with extended knowledge of hospitality industry and trends
- Proactive, solutions-oriented mindset to improve service quality, increase efficiency, and increase sales
- Established problem-solving and decision-making skills concerning group travel and events

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- Proven ability to constructively adapt/respond to different types of characters and maintain decorum in a fast-paced, time-sensitive environment
- Ability to work a flexible schedule with the capacity to exercise discretion and independent judgment

Supervisory Responsibilities:

- Hires, trains, and manages catering staff for event preparation and execution
- Serves as Catering Lead for events
- Serves as Manager on Duty as needed

Required Education and Experience:

- Minimum of 2 years demonstrated hospitality industry management with hands-on experience in event execution and planning required
- A two- or four-year degree in Business Management, Hospitality, or related degree field
- Food Safety and Liquor License experience/training preferred

Other Duties:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement:

- Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.