



**JOB TITLE:** Facility Rental Coordinator  
**REPORTS TO:** Visitor Services Manager

**FLSA STATUS:** Exempt  
**DATE REVISED:** August 2014

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### **Position Summary**

This full time position offers the opportunity to help generate funds for the Urban Ecology Center through the facility rental program at all three branch locations: Riverside Park, Washington Park and the Menomonee Valley. The Facility Rental Coordinator is responsible for the success of this program as measured by earned income for the center, customer satisfaction, exposure to renters and their guests and furthering the mission of the Urban Ecology Center within the rental program itself. Job duties involve working directly with rental clientele before, during and after their event as well as taking care of many administrative functions of the facility rental program. In addition, this position will be responsible for the operation of the building on weekends and some evenings, supervising volunteer receptionists and working closely with other staff, interns and high school outdoor leaders to welcome people to the Urban Ecology Center.

### **Duties and Responsibilities**

#### Supervisory

- Schedule, train and work with other staff rental attendants to ensure all events are covered
- Hire, schedule, train and manage Rental Assistants to help cover rentals during the busy summer/fall rental season

#### Administrative

- Handle all rental inquiries and initial meetings/building tours with potential renters
- Prepare all pre and post rental correspondence
- Keep careful and accurate records of upcoming and past rentals
- Create new resources for potential renters as needed
- Help to organize and maintain rental related equipment (kitchen, dishes, Audio Visual equipment, etc.)
- Promote the rental program to new clients

#### As Rental Attendant

- Provide customer service during all rentals during normal work schedule - especially major weddings, parties and events on Saturday evenings - including setup and cleanup, greeting renters and vendors, responding to last minute inquiries and needs, setting up furniture and AV, and ensuring a quality event for clients

#### Reception

- Welcome visitors. Engage them to meet their needs, interests or curiosity about the Center and advance the Center's Mission. Promote program participation, membership, volunteerism, and community involvement to visitors of the Center. Connect visitors to other staff members when appropriate.

- Work closely with volunteer receptionists, assist them with reception duties, manage the front desk schedule and fill in at the front desk when volunteers or other staff are not available
- Answer the phone in a friendly, professional manner and direct calls to the appropriate person
- Enforce visitor and building policies for children and adults
- Keep the reception area looking neat, clean and professional
- Handle cash, checks and credit cards for program payments and memberships.
- Lead staff member responsible for closing the Riverside Park facility on Mondays, Thursdays and after weekend rentals

**Knowledge, Skills and Abilities:**

*Education/Training:* Associate Degree in a related field (customer service, non-profit management, business). Bachelor’s degree in a related field preferred.

*Experience:* Minimum of three years in customer service; direct experience in rental coordination and/or event planning strongly preferred.

*Skills and Abilities:*

- ◆ Desire and ability to work with a diverse group of people
- ◆ Provide quality customer service in situations that can sometimes be stressful
- ◆ Ability to work independently and in a team environment
- ◆ A good eye for neatness and willingness to clean the facility when necessary
- ◆ Computer skills (Microsoft Office experience required, prior database experience a plus)
- ◆ Good written and oral communication skills
- ◆ Ability to work a flexible schedule (weekday evenings and weekends will be required)
- ◆ Because this position involves work at multiple branches, reliable transportation is required

*Schedules:* This position averages 40 hours per week. Because this position is required to close the facility some evenings and work facility rentals, the schedule is as follows:

Tuesday/Wednesday: OFF

Thursday: 12 PM - 9 PM

Friday: 9 AM - 5 PM (flexible)

Saturday: 3:30 PM – 12:30 AM (unless there's no evening rental- then 8:30-5:30)

Sunday: 11:30 AM - 5 PM

Monday: 12 PM- 9 PM

- Additional hours are flexible
- Mondays and Thursdays will include closing responsibilities.
- Fridays will often be split between the Menomonee Valley and Washington Park, actual time of work is flexible.

**Working Conditions**

*Job Conditions/Work Location:* Majority of time spent indoors at a desk, open office with active team atmosphere, must be willing to work late nights as the lead staff member in the building

*Physical Requirements:* Ability to move heavy furniture, carry out garbage and recycling, clean the facility and be on your feet for an extended period of time

*Equipment Used:* Computer, copy machine, fax machine, printer, dishwasher, AV equipment

*Supervisory Responsibilities:* Responsible for managing other staff and assistants working as attendants at a rental and working with volunteers

The Urban Ecology Center serves a socially and culturally diverse audience. We strive to build a team of employees with similar richness in culture and experience.