

**Visitor Center and Facility Rental Coordinator**

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**Classification​**Non-Exempt

**Reports to**Finance Manager

**Date**  
  
October 10, 2019

**JOB DESCRIPTION**

**Summary/Objective**

The Visitor Center and Facility Rental Coordinator organizes and supports multiple important functions including, management of Visitor Center (VC) staff and gift shop, facility rentals, and membership coordination.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Visitor Center
* Hires and supervises VC staff, including training and scheduling; maintaining a cleaning and watering schedule;
* Ensure that staff are informing guests of current events and membership opportunities;
* Spends some hours each week working the VC and gift shop;
* Spends time in April setting up the gift shop and entering inventory into the POS system;
* Coordinates consignment items in gift shop. This includes meeting with prospective consignment artists, determining quality and integrity of items, monthly inventory and accounting of consignment items, maintain correspondence with artists regarding inventory levels and damaged or missing items;
* Conduct a full inventory at the end of season and return consignment items to artists;
* Winterize gift shop
* Facility Rentals
* Respond via phone and email to all facility rental inquiries in a timely fashion;
* Provide tours to potential renters;
* Send facility rental agreements to prospective renters and answer their questions;
* Work with Finance Manager to ensure that all invoices have been sent and paid prior to rental;
* Coordinates tour requests with the Education Programs Manager;
* Coordination with Facilities staff, Caretaker and other staff as needed to ensure the needs of the rental groups are met or exceeded and that take down/clean-up is accomplished;
* Manages the maintenance of rentals on Master Calendar (Gmail Master Calendar) to ensure the Arboretum is prepared for all events in advance
* Membership
* Train VC staff to enter memberships into MatchMaker (donor database) as they are received on a daily basis;
* Send membership materials to all new and renewing members on a weekly basis;
* Send membership renewal reminder notices, monthly;
* Create a current membership list weekly and for special events for VC staff;
* Send weekly gift thank you letters;
* Enter all special event ticket sales into donor database
* As a public venue that focuses on excellent guest experiences all employees are expected to engage the public in a friendly manner, answer questions, and exhibit professionalism while representing The Arboretum.
* All other duties as assigned and/or needed to keep the Arboretum running efficiently.

**Competencies**

* Skilled in using Excel, Word, Google docs and Google sheets
* Superior organizational and communication skills
* Experience with MatchMaker or donor database software a plus
* Use a point of sale system (Clover) and Pay Pal Here
* Experience with mail merging
* Prompt, dependable and detail oriented with the ability to demonstrate initiative, establish priorities and work independently or as part of a team
* Ability to manage cash and customer payments with a high level of accuracy

**Supervisory Responsibility**

This position directly supervises VC staff.

**Work Environment**

This job operates in a professional office environment and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

The Arboretum is located down 3 miles of dirt road that can be wash boarded, muddy, potholed and very challenging during inclement weather and between road grading. Thus, must have reliable transportation.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, use hands to finger, handle or feel; use a keyboard, and reach with hands and arms. This role is occasionally required to walk, stand, and participate in events outside at various days and times. The employee must frequently lift and/or move objects up to 10 pounds and occasionally lift and/or move objects up to 50 pounds.

**Position Type and Expected Hours of Work**

This is a full time (35 hours per week), seasonal position from April 1st to November 15th. This person must be available to work special events that will require some nights, weekends, and holidays.

**Travel**

This position does not require travel.

**Required Education and Experience**

* High School diploma
* Must have one-year experience in handling cash and finances

**Preferred Education and Experience**

* College degree
* Supervisory or management experience
* Sales experience

**Additional Eligibility Qualifications**

* Possess a fun, vibrant personality who is committed to the visitor experience.

**Work Authorization/Security Clearance**

* Must pass a background check and hold a valid driver’s license.
* Must obtain a food handler’s permit through Coconino County.

**AAP/EEO Statement**

The Arboretum is an equal opportunity employer committed to applying the principles of applicable state and federal anti-discrimination laws to give equal opportunity for all persons employed or seeking employment without regard to race, age, sex, national origin, religion, color, sexual preference, or disability except in the case of a bona-fide occupational qualification.

In accordance with the applicable law, The Arboretum makes reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training. The Arboretum operates within the principles of equal employment opportunity guidelines as set forth in applicable federal and state law.

**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.

**Signatures**This job description has been approved by all levels of management:

Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_​\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_