



Rentals Coordinator

Reporting to the Visitor Services Manager, the Rentals Coordinator will coordinate, conduct and/or manage a variety of tasks relating to facility rentals, events and visitor services. This is a full-time position that typically works Monday through Friday, 8:45 a.m. to 4:45 p.m., but also will work nights, weekends and other irregular hours as necessary.

Rentals

- Respond to rental inquiries in a timely, effective and proactive manner.
- Track rental inquiries and related tasks, including status of each task, from inquiry to completion.
- Schedule and provide venue tours.
- Follow up with interested renters to book rentals.
- Ensure bookings are up-to-date on Ijams internal community calendar.
- Provide one-on-one coordination meetings with renters prior to their rental (varies according to rental package).
- Prepare, negotiate, review and oversee all rental contracts.
- Prepare and submit invoices, and receive and account for monies paid for rentals, and submit regular financial reports to Visitor Services Manager and/or Office and Finance Manager in accordance with Ijams policies and procedures.
- With oversight of Visitor Services Manager, prepare annual rentals budget and track revenue and expenditures throughout the year.
- Hire, schedule, train and manage rental staff, serve as a member of the rental staff when necessary and assist rental staff during setup/cleanup as needed.
- Work with rental staff to ensure that all contractual agreements are met by both parties and that Ijams policies and procedures are followed.
- Coordinate weekend logistics and communicate with all Ijams weekend staff during hours of operation.
- Maintain relationships with preferred vendors and coordinate as needed.
- Research, develop and maintain current and competitive policies, procedures and rates for the use of Ijams spaces by individuals and organizations.
- Develop a marketing plan and marketing materials in collaboration with Visitor Services Manager and Development Director to publicize and promote rentals. Includes monitoring, updating and responding to queries from free wedding sites including The Knot, Wedding Spot, Wedding Wire and Event Detective, as well as updating Ijams' Pinterest wedding page and receiving permission to use photographs from photographers and couples.
- Manage photography pass process, keep policies and procedures up-to-date, ensure professional photographers on-site have a current pass, invoice and accept monies, maintain current list of photographers and ensure list on website is current, contact photographers to renew passes.
- Reconcile monthly statement of activities relating to rentals.

Events

- Schedule food vendors for various Ijams events and some rentals as requested. Prepare contracts, and receive and account for monies paid by vendors, and submit regular financial reports to Visitor Services Manager in accordance with Ijams policies and procedures.
- Schedule bartenders/rental staff for Ijams events.
- Serve as event manager during Ijams events produced by the Visitor Services Manager such as music nights, movie nights and fundraisers in rotation with Visitor Services Manager and Development Assistant.
- Order food for Ijams board meetings; setup/cleanup room with assistance from other staff.

Front Desk/Gift Shop/Concessions/Quarry/Point-of-Sale System (POS)

- Work with Visitor Services Manager and Volunteer Coordinator to identify potential front desk staff. Once candidates have been identified, interview, select, train and schedule front desk staff (volunteers during regular business hours on weekdays; paid staff on evenings and weekends).
- With Visitor Services Manager, conduct two to three front desk staff meetings per year.
- Send weekly email to front desk staff immediately following Ijams staff meetings to provide information on new programs, policies, events, etc.
- In the event of front desk staff absences, staff front desk as needed.
- Prepare weekend happenings email for Ijams staff and weekend staff, and prepare whiteboard of events for weekend staff each Friday.
- Ensure front desk has sufficient change for weekends and events.
- Open and close building as necessary.
- Open POS and prepare cash drawer prior to opening Visitor Center unless front desk staff have already done so.
- With Development Assistant or Visitor Services Manager, reconcile cash drawer each day at close of business and put monies in safe for bank deposit.
- With input from Visitor Services Manager, hire, train, schedule and manage quarry staff.
- Conduct at least two quarry staff meetings during the season.
- Manage money from the quarry by entering it into the POS daily from deposit in Ijams drop box.
- On a weekly basis and as needed, order beer/concessions/cleaning supplies to ensure quarry is well stocked.
- With oversight from Visitor Services Manager, purchase concessions, ice and gift shop items, or coordinate their purchase, for Visitor Center.
- Maintain and update front desk and quarry policies and procedures, work checklists, photography pass information and other materials these staff members need to complete their duties.
- On a weekly basis, pull and compile Square and Eventbrite reports.

Qualifications

The ideal candidate will be mature, responsible, detail-oriented, proactive and able to represent the nature center in a friendly and enthusiastic manner. In addition, this position requires:

- 1+ years of professional event and/or wedding planning and coordination experience including rental/event and vendor contract administration (preferably in museum, hotel or restaurant management), or equivalent experience clearly demonstrating skills sets applicable to these areas.
- 1+ years of experience supervising and managing staff.
- Working knowledge of computers and computer software including word processing, email, spreadsheets, and modern office practices and procedures.

- Excellent written/oral communication and customer service skills.
- Experience operating and troubleshooting basic audio/visual equipment.
- Ability to multitask while maintaining attention to detail.
- Ability to deal with difficult people and situations in a calm, professional manner, as well as make decisions quickly.
- Flexibility, the ability to problem solve, and a sense of humor.
- Ability to work irregular hours, shifts or weekends as required.
- Ability to work independently as well as part of a team.
- Familiarity with social media and marketing.
- Background or interest in environmental education or related field preferred, but not required.
- Bachelor's degree preferred, but not required.
- Ability to lift up to 40 pounds.
- Valid driver's license.

While performing the duties of this job, this employee is frequently required to sit, talk, hear, use keyboard, view computer monitor for potentially long periods and use phones. The employee occasionally will be required to lift and/or move 15-40 pounds and may need to carry for approximate distances up to 50 feet, bend, reach with hands and arms, use fingers to write or type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, and use a step ladder in lifting and lowering materials. The position requires use of office equipment such as computer, copier, hole punch, calculator, fax machine, postage machine and Point-of-Sale system. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

This position will spend about 80% of its time in usual office conditions; however, while performing the duties of this job, this employee may be exposed to dust, temperature variance, weather variance, noise, pollens and fumes.

To Apply

Email or mail a cover letter, resume and a list of references to Cindy Hassil, Development Director, at chassil@ijams.org or Ijams Nature Center, 2915 Island Home Ave., Knoxville, TN 37920. Applications are due by midnight Monday, March 12. No phone calls, please.

Ijams Nature Center is an equal rights employer committed to diversity in staff, Board of Directors, volunteers, visitors and program participants without discrimination on the basis of race, religion, color, national origin, gender, sexual orientation, age or disability.