

Job Title:	Event and Rental Coordinator	Reports To:	Direct: Chief Information and Property Officer Indirect: Regional Manager - Kalamazoo
Department/Group:	Property	Job Code/ Req#:	70310
Location:	MI – Kalamazoo	Travel Required:	Yes
Level/Salary Range:	To be determined	Position Type:	Full-Time, Exempt
HR Contact:	Ashleigh Crisp Hobart	Date posted:	December 18, 2014
Will Train Applicant(s):	Yes	Posting Expires:	Until Filled

Applications Accepted By:

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Subject Line: Event and Rental Coordinator- Kalamazoo

Attention: HR Department

Website: <http://www.gshom.org/about/whoweare/employment.html>

MAIL:

HR Department
Girl Scouts Heart of Michigan
601 W Maple
Kalamazoo, MI 49008

Job Description

POSITION SUMMARY

The Event and Rental Coordinator works closely with the regional leadership and property teams to ensure that Council facilities are rented whenever they are not used for direct internal programming with girls. This person oversees the rental process and ensures that rental customers have an outstanding experience before, during, and after the rental. This individual will assist with marketing efforts, help to manage our online rental platform, and directly oversee wedding and event rentals in the Kalamazoo and Plainwell areas.

ROLE AND RESPONSIBILITIES

1. Assume primary responsibility for achieving rental income goal for facilities by:
 - a. Actively marketing to troops who have not yet rented camp facilities (In partnership with the Outdoor Program Team and the Adult Education Team)
 - b. Booking weddings, family events, and other parties at assigned facilities
 - c. Filling properties completely 3-4 weeks out whenever possible
 - d. Successfully balancing achieving the monetary goal while ensuring that targets for customer ratios (members, non-profit, for profit groups) are met
2. Ensure that rental customers at assigned facilities have an outstanding experience:
 - a. Before the rental – give polite, friendly service and timely info and contracts, following up in an assertive, friendly manner; ensure that building is ready for group, coordinate training for members using sites (if applicable)
 - b. During the rental – for non-member groups: be on site or be sure that someone is on site to anticipate and respond to the needs of renters. For member groups: be on call or on site as necessary to respond to the needs of renters
 - c. After the rental – send appropriate thank-you's, negotiate deposit issues if applicable, and institute post surveys as necessary
3. Work closely with communications team to ensure that all properties council-wide are marketed:

- a. Online (virtual tours and inviting images are present)
 - b. At GSHOM Events
 - c. In the community at large
4. Assist with the assimilation of all facility rental data, including rental costs, income, rosters of attendees, and rental contracts.
 5. Help document policies and procedures for maintenance requests and other property procedures such as site reviews and walk-throughs
 6. Share responsibility for support, implementation and promotion of all areas of the organization's plan of work.
 7. Work within an assigned budget, communicated by the start of the operating year
 8. Provide information and interpretation of GSHOM policies and programs to reinforce the role of Girl Scouting
 9. Perform other duties as assigned

EDUCATION

- Bachelor's degree or equivalent experience in a related field

PREFERRED SKILLS

- Prior non-profit experience preferred.
- Must possess excellent oral and written communication skills to work in team environment.
- Have a willingness to accept new responsibilities and handle multiple projects while being a self-starter.
- Must have the ability and initiative to work independently, multi-tasking and work well with all levels of community members/volunteers/staff on an as-needed basis
- Phone and customer service skills are a must.
- Excellent community cultivation and marketing skills.
- Ability to follow through on projects.
- Accuracy.
- Ability to pay close attention to detail and maintain confidentiality.
- Must have highly developed interpersonal skills.
- Demonstrated ability to successfully handle conflict resolution at all levels with a variety of people.
- Ability to communicate the written and spoken word with tact, diplomacy, and/or authority when necessary.
- Computer literacy and technical knowledge of computer software programs such as Word, Publisher, PowerPoint, Excel and the internet.
- Excellent analytical and organizational skills required.
- Demonstrated ability to prioritize tasks, successfully manage multiple priorities simultaneously, work under pressure, meet deadlines and deal with change.
- Knowledge of the Girl Scout program preferred.
- Flexibility.
- Occasionally lift and/or move up to 25 pounds.

BENEFITS

- Medical
- Dental
- Vision
- Life
- Flexible Spending Accounts
- 403(b)
- Vacation
- Sick
- Personal Leave
- Holiday Pay

Girl Scouts Heart of Michigan is an Equal Opportunity Employer.