

## **JOB DESCRIPTION**

### **Position Title: Rental Coordinator**

#### **Position Summary:**

Common Ground Center is looking for an outgoing and organized Rental Coordinator. Ideal candidates will be excited to meet new people, have experience with customer service and have a high level of comfort in a sales environment. Our Rental Coordinator will play a key role in making sure that people get to know Common Ground Center and leave the space wanting to come back as soon as possible. The Rental Coordinator will work with wedding couples as well as business and non-profit leaders looking for a space for their events. They will also work with team members to market CGC more effectively, lead outreach efforts to build the rental portfolio and generally support CGC's mission. Perks include a fun and casual work environment with flexible hours and paid time off.

#### **Desired Qualifications for Knowledge/Experience:**

1. Excellent communication and customer service skills (written, phone and in person)
2. Experience working in a sales capacity
3. Experience working with various social media platforms
4. Experience with negotiation and or business contracts a plus
5. Ability to navigate software and technology
6. Excellent proficiency with the entire MS Office and Google suite
7. Demonstrated ability to work independently and as a team
8. Detail-oriented and organized
9. Valid, current driver's license with personal transportation
10. Comfort with same sex families and people from all religious, ethnic and economic backgrounds.
11. Available for consistent weekend work required

#### **Essential Duties:**

1. Field inquiries and answer questions from potential rental groups
2. Schedule and conduct regular tours of the facility for prospective rental groups
3. Negotiate and manage all rental contracts
4. Manage check in and check out process for rental groups
5. Assist the transition to CGC's new customer relationship management software for all rental business
6. Work closely with CGC's housekeeping and grounds teams to ensure site readiness
7. Ensure that CGC's rental marketing materials are up to date and relevant
8. Manage outreach to new rental groups; attend in-person and virtual events
9. Coordinate with team members around rental specific marketing strategies
10. Manage the rental calendar
11. Coordinate with food service team for CGC catered events
12. Act as on call and onsite support for rental groups (primarily on weekends)
13. Other duties as assigned

**Employment Category:** Part time; 20-25 hours/week

**Pay Grade:** \$24/hour

**WORKING CONDITIONS:**

Internal- Work is normally performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (people, computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

External- Work outside the office normally takes place outdoors on our site in Vermont weather, primarily giving tours and supporting onsite renters.

**PHYSICAL DEMANDS:**

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eyestrain from reading detailed materials and computer work. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. CGC will provide adaptive devices as needed.