



## **Events and Rentals Coordinator**

### **About Us**

Norman Bird Sanctuary in Middletown, Rhode Island welcomes 20,000 visitors each year to our 300-acre campus and 7 miles of hiking trails. In the 70 years since our founding, the property in our care has grown to include thriving wildlife habitats from grasslands, forests, rocky ridges, salt marsh, and dunes to sandy beach. Our facilities include a welcome center, an upgraded historic barn and farmhouse, an artist's studio, several classrooms, and a coastal education center. Visitors of all ages and backgrounds explore the main campus and trails and participate in hundreds of educational programs throughout the year.

With a fun and team-oriented staff, a highly engaged board of directors, and an operating budget of over \$1 million, we work to fulfill the mission of our founder, Mabel Norman Cerio, who created Norman Bird Sanctuary through a bequest in 1949. Our mission is to protect and steward the diverse habitats in our care, while providing opportunities for people from all walks of life to learn from and enjoy the largest contiguous open space on Aquidneck Island.

### **About the Position**

The **Events and Rentals Coordinator** is responsible for the Norman Bird Sanctuary's annual events and year-round space rentals. This role plans, executes, secures sponsorships, and manages volunteers in support of the Sanctuary's events. The **Events and Rentals Coordinator** is responsible for overseeing and managing campus space rentals for a variety of events and programs, working with internal and external stakeholders to deliver high quality customer service and experience.

### **Responsibilities**

- **Event Management**
- Serve as the primary individual responsible for planning and executing a full, varied calendar of events that are aligned with the Norman Bird Sanctuary mission.
- Develop event plans, fundraising goals, and objectives that support event strategies. Manage the implementation of fundraising plans, ensuring that adequate resources are provided to successfully accomplish goals and objectives.
- Ensure that the donor database is updated for all events to track donors and potential prospects.

- Support and attend educational programs as needed, contribute to planning and execution.
- Procure auction items and in-kind donations.
- Track and report in-kind donation totals, event expenses and revenue, volunteer engagements, and other event data.
- Manage the budget for events, ensuring that revenue and expenses are effectively managed and adjusted throughout the fiscal year as indicated or needed; provide progress reports and revenue/expense projections to the Executive Director and Director of Finance and Operations.
- Use market research and event trends to develop schedules of events.
- Ensure high-end customer service for the event attendees with timely acknowledgments and year-round stewardship.
- Set revenue goals, track, and present fundraising progress for each event.
- Maintain and report out event documents, including Event Plan, Event Timeline, Event Layout, Volunteer Details, and more.
- Work closely with Marketing and Communications team for event-related needs.
- Maintain and grow high-caliber volunteer base for events through outreach to individuals, community-based organizations and groups, colleges/universities, and corporations as needed.
- Identify event-related volunteer positions needed and ensure that positions are sufficiently filled.
- Ensure event volunteer behaviors and performance are aligned with the values of Norman Bird Sanctuary.
- Provide timely feedback and coaching to improve event volunteer performance and behaviors; create and provide event volunteers with tools and resources leading up to and during event.
- Maintain event volunteer schedule and database.
- Initiate volunteer feedback through surveys and other means.

## **Rentals**

- Oversee the management of **Paradise Farmhouse**, Mabel's Studio and all rental spaces on the campus, including internal and external communications
- Communicate with guests before, during, and after arrival
- Manage bookings (contracts/payments/deposits)
- Provide tours and orientation of the property
- Ensure Sanctuary rules are communicated and are followed
- Respond to questions, problems, and emergencies
- Manage guest experience, feedback and reviews
- Coordinate with all vendors for weddings and large events
- Order and restock supplies
- Schedule and manage cleaning and laundry services
- Coordinate with marketing staff to assist in the promotion of all rentals
- Coordinate with the Properties department and outside contractors to oversee all repairs and maintenance.
- Ensure rentals meet state and federal safety and licensure requirements.

- Assist in formulating and managing the budget for rental income and expenses
- Ensure compliance with relevant laws, regulations, and guidelines related to rental properties.
- Successfully interact and serve as point-of-contact for all clients, caterers, wedding/event planners, vendors and guests to ensure high-quality guest experience.
- Maintain a welcoming environment and demeanor while servicing guests in person, on the phone or via email.
- Assist with setting up the event per the client's specification and maintain event spaces throughout the event.
- Oversee vendor set up, teardown and cleanup of all event spaces.
- Assist in maintaining the cleanliness and overall appearance of all event spaces.
- Sponsorships and Corporate Relations (10%)
- Support the acquisition of new in-kind, individual, and corporate sponsors, and drive retention strategies.
- Track all solicitations with sponsors and sponsor prospects.
- Track and ensure delivery of sponsor benefits and in-kind donations.
- Assist with new sponsor prospects.
- Assist in maintaining relationships with sponsors through proactive stewardship and timely correspondence, with goal of retaining year-over-year engagement.
- Skills and Experience
- Strong organizational, time management, supervisory, team building, and communication skills.
- At least two years of prior experience in required fields with direct knowledge of hospitality, event planning, and/or marketing.
- Ability to work collaboratively toward a shared vision with colleagues, volunteers, and contractors.
- Independent and self-directed with a supportive approach to all aspects of a non-profit.
- Enthusiastic, welcoming attitude
- Ability to handle multiple tasks (and people) at one time is a must.
- Flexible schedule with ability to work evenings and weekends
- Ability to work in a fast-paced environment managing multiple projects at once, maintaining a positive attitude in occasionally stressful situations
- Ability to lift or transport equipment weighing up to 40 pounds individually and 100 pounds in a team.
- Must have a valid driver's license.

- **Position Details**

32 hours per week. You must be able to work a flexible schedule with weekly shifts being scheduled on weekends and/or evenings. This position will include physical work that will occur outdoors, in variable weather conditions.