Santa Fe Botanical Garden

JOB DESCRIPTION

Job Title: Facility Rentals Manager

FLSA Classification: Non-exempt

Pay Rate: $21 per hour

Part Time: ☒ Full Time: ☐
5-12 hrs/week + onsite event hours

Supervision Received: Works under the supervision of the Director of Operations.

Supervision Exercised: Provides general supervision to private event assistants and volunteers.

Job Summary: The Santa Fe Botanical Garden is looking for an energetic, well-organized, people-oriented person to oversee venue rentals at the Botanical Garden at Museum Hill. This individual will be responsible for responding to email and telephone queries in a timely manner, sharing information about venue rental options and leading tours of the Garden for prospective clients. The successful candidate should be a good listener who can help ascertain if the Garden is a good fit for the intended event. This position also provide onsite support before, during, and at the end of a rental event and schedule any additional staff and/or volunteers needed. This position may involve work onsite and remotely from home on computer work, but will have access to desk space and supplies from the offices in the Udall Building and Visitor Center.

Essential Responsibilities:

- Respond to rental inquiries via email, phone, or in person.
- Secure appropriate payments for Garden rentals, adding events to the internal calendar, and entering and tracking contract details in Blackbaud Altru, the comprehensive ticketing, fundraising and membership management software program used by the Botanical Garden. Training is available.
- Responsible for securing the timely execution of venue rental contracts, ensuring that clients understand the Garden's venue rental policies and processing any refunds due in a timely manner.
- Staff on-site events or securing trained employees and/or volunteers who will represent the Garden’s interests during on-site events, including setup and breakdown. The facility rentals manager will be responsible for communicating upcoming events to Gardens staff, other institutions on Museum Hill, security staff, and arranging for any signage necessary to ensure the success of the event.
- Actively promote the Garden's venue rental program with local concierges, the Santa Fe Tourism Department and other venue rental partners. The event coordinator will establish a list of approved vendors, including caterers, party rental companies, security companies, and companies that rent portable toilets.
- Work with the Volunteer Coordinator to maintain a group of qualified volunteers to assist with events.
- Update policies and pricing, and agreement documents and request website updates as needed.
- Contribute to image library of rental set up photos for marketing. Coordinate marketing with appropriate staff and help develop promotional materials.
- Maintain accurate records and provide timely statistical and activity reports on rentals.
- Support management of concert series events through correspondence with performers, vendors, preparing check in, weather delays or cancellations, setting up venue, communicating with staff and volunteers, cleaning, and closing site after events.
Additional Responsibilities:

- Excellent organizational skills, computer skills, including but not limited to database management, MS Office, and general computer knowledge.
- Must be flexible in working hours and environment.
- May be required to maintain neatness in storage areas for event supplies and equipment.
- Set up microphones/speakers sound system and return to storage.
- Assist with special event management for outside performances and vendors onsite (such as Sunset Concerts).
- Additional responsibilities as assigned by the Operations Director.

Competencies:

- Proven strong people skills including ability to maintain a positive environment, ability to effectively manage conflict, and ability to work cooperatively with different types of personalities.
- Excellent positive attitude, ability to work independently, communicate effectively and respond to feedback from supervisory staff.
- Must be able to troubleshoot in a fast-paced environment, the ability to multi-task, be project focused and meet project deadlines.
- Superior interpersonal and relationship building skills with the ability to communicate tactfully and effectively.
- The ideal candidate should have strong customer service and event management experience, with the ability to work with varying personalities.
- Ability to work collaboratively across departments.

Education Requirement:
- High School Diploma or GED required.

Experience Requirement:
- A minimum of two (2) years of experience in event management preferred.

Special Requirements:
- Valid New Mexico Driver’s license
- Will be required to work weekdays and weekends, and occasionally on holidays
- Must pass a background check

Physical Requirements:
- Some lifting and hauling of materials up to 30 pounds
- Ability to walk on uneven ground
- Ability to go up and down stairs

Working Environment:
- Will work indoors over email, phone at the SFBG office, Visitor Center, and/or remote work from home and frequently outdoors at the Botanical Garden.
- May frequently be required to sit/stand for 3 or more hours
- Willing to work outside year-round in varying weather
Special Requirements:

- Valid New Mexico Driver’s license
- Will be required to work weekends or evening hours and occasionally on holidays

Equal Employment Opportunity:

The Garden is committed to Equal Employment Opportunity. It is our policy to encourage and support equal employment opportunity for all associates and applicants without regard to gender, age, race, color, creed, religion, national origin, ancestry, citizenship, sexual preference or orientation, gender identity, spousal affiliation, marital status, military/veteran status, handicap or disability or membership in any other protected group.

Americans With Disabilities Act:

Applicants as well as employees who are, or become, disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

To Apply:
Please email resume to hr@santafebotanicalgarden.org with “Facilities Rental Manager” in subject line. Applications will be reviewed immediately until the position is filled.

The Santa Fe Botanical Garden celebrates, cultivates and conserves the rich botanical heritage and biodiversity of our region. In partnership with nature, we demonstrate our commitment through education, science, conservation, community service, presentation of the arts, and the sustainable management of our public garden. For more information, visit us online at santafebotanicalgarden.org.