



**MEMBERSHIP & EVENT COORDINATOR
Job Description**

Position Summary:

The Membership and Event Coordinator handles a broad range of duties under the direction of the Executive Director and Office Manager including managing the membership database and various administrative support activities; Garner House venue rentals and the facility; and Claremont Heritage special events and volunteers.

Temporary Schedule 10-15 hours per week during COVID-19 restrictions

Membership Database Management Duties and Responsibilities:

- Process memberships and donations using membership database and Microsoft Excel, including data-entry, payment processing and mail-merged solicitation and acknowledgement letters.
- Follow-up by phone and email with expired members and member prospects.
- Expand small business membership programs by identifying prospects, scheduling and attending meetings with the Executive Director and implementing member benefits.
- Work with the Office Manger to create membership reports for and attend monthly membership committee meetings.

Once COVID-19 restrictions are lifted: Scheduled hours are from 10:00 am – 3:00 pm Monday, Wednesday & Friday, with additional hours on evenings and weekends as needed.

Garner House Venue Rentals and Facility Management Duties and Responsibilities:

- Meet with prospective renters to tour the venue and go over booking options.
- Write rental contracts and collect payment for venue rentals.
- Meet with and assist renters to work out event details and planning, provide vendor recommendations as needed.
- Manage coordination leading up to event day, and oversee events on the day of, including problem-solving, welcoming guests, directing event set-up, communicating with vendors and staff, tear-down and clean up.
- Assist with marketing the venue to prospective renters.
- Maintain and clean Garner House facility, excluding items overseen by the City of Claremont.
- Oversee inventory of facility supplies – submit purchase list to Office Manager
- Respond promptly to all facilities-related requests from staff or renters.
- Work closely with the Office Manager and Executive Director in scheduling vendors and contractors for building maintenance, secure competitive bids as needed.

- Serve as the "general contractor" for projects not overseen by City of Claremont.
- Serve as logistics liaison for the "Our House" Garner House restoration campaign.

Special Event and Volunteer Management Duties and Responsibilities:

- Help plan Claremont Heritage special events such as the annual awards gala, home tour, holiday party, annual meeting, monthly art walks, etc. including venue, catering, and logistics.
- Delegate event planning tasks to staff members where necessary.
- Coordinate and supervise interns and volunteers and hire staff for events.
- Maintain communication with any outside vendors contracted for the event.
- Assist with social media posts for special events.
- Work closely with the Executive Director to help facilitate special projects such as exhibitions or public programs.
- Maintain contact list and schedules for volunteers and interns.

Other Administrative Duties and Responsibilities:

- Cover front desk when assigned and greet "walk-ins".
- Answer phone inquiries, direct calls, take messages and provide basic information.
- Give house or exhibition tours to the public.
- Conduct gift shop sales.
- Help facilitate eBay and other online sales including packing and shipping
- Help maintain gift shop inventory.

Required Knowledge, Skills and Abilities:

- Ability to demonstrate strong organizational skills, including attention to detail and the ability to multi-task; work independently, manage projects, problem solve, prioritize tasks efficiently and implement process improvements; work in a team-based environment and take initiative with enthusiasm and the willingness to learn.
- Ability to demonstrate excellent verbal and written communication skills including experience writing marketing or public relations text; strong interpersonal and customer service skills, including experience in building and maintaining relationships with a diverse network of individuals and organizations.
- Experience in budget management, purchasing, and securing competitive bids
- Proficiency in Microsoft Word, Excel, and Outlook as well as experience with Donor software
- Valid driver's license
- Ability and availability to work some nights and weekends
- Ability to respond to emergencies both during the day and after hours, as needed.

Physical Qualifications:

Must be able to lift 25 pounds of dead weight and possess the body flexibility to perform the following: bending, reaching, stooping, standing, walking, driving for extended periods of time, and must be physically able to sit and to operate a computer and/or other office equipment for extended periods of time and have hand and wrist ability for prolonged keyboarding.

Evaluation:

Performance of this job will be evaluated annually in accordance with provisions of the Personnel Policy Manual.