

MANAGER POSITION (10 hrs/ week)
Park Hall Community Center % Park Hall Trust
Updated 5/24/2021

The Manager of Park Hall works independently, but with open communication to the Park Hall Trustees, renters and community. Communication and organization are key elements of the job as is customer service. Following are the duties of this position:

COMMUNICATION:

Participates in periodic review of rental forms and website information. Updates forms and website as needed.

Receives and responds in a timely manner to all communication from current and prospective renters.

Performs walk-through inspections/checklist of the hall with renters before and after use.

Forwards bills and payments to the Treasurer for processing.

Calls trustee meetings, setting time and location and agenda items, and posting in on-line calendar and via website. Maintains archival files of meeting notes and treasurer's reports.

Provides monthly manager's report to trustees and follows up with action items as determined. Ensures that trustees are notified of situations requiring more immediate attention and action.

Oversees annual renewal of leases for long term tenants and serves as their liaison to the trust.

SUPERVISION OF PART TIME CUSTODIAL AND FACILITIES STAFF:

Setting goals for performance and deadlines in ways that comply with Park Hall plans, vision and financial constraints.

Organize workflow and ensure that employees understand their duties or delegated tasks

Monitor employee productivity and provide constructive feedback and coaching

SCHEDULING:

Receives and processes rental applications/agreements, including proof of insurance and deposits.

Maintains the online calendar, ensuring up-to-date information regarding use and availability of the hall; posts to ticket office window and foyer display windows.

Produces detailed billing to renters and follows up with collection of payments.

Reports conflicts or potential conflicts to trustees; reports delinquent accounts and confers with trustees for resolution.

PROMOTION:

Utilizes social media to connect Park Hall with the public. With approval of the trustees, places advertisements for hall rental with local newspapers and ad hoc opportunities such as play programs.

At the direction of the trustees, organizes trustee elections and places appropriate public notices. Organizes special events, e.g., Work Days and Open House, in consultation with trustees and other volunteers.

Serves as a representative to community organizations, providing outreach to inform the public of the facility, its availability and features.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Excellent communication skills (all formats: person, by phone, text, email, social media, etc.)
- Stellar customer service skills
- Ability to interact with the public in the capacity as a representative of the trust
- Professional and friendly attitude in dealing with potential and on-going clients
- Excellent organizational and record-keeping skills
- Technical ability with email and web management (wordpress)
- Extensive experience using google suite (sheets, docs, drive, voice)

ADDITIONAL DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Work experience with non-profit organizations preferred.
- Tactful problem solver
- Experience working in property management or as a landlord.
- Able to lift 50 lbs, climb a ladder, walk on uneven floors.
- Knowledge of human resources.
- Able to troubleshoot their own computer problems.
- Able to be present for walk throughs for annual holiday rentals last week in December.

OPTIONAL ADDITIONAL HOURS

The scope of this position could be broader if we combine the roles of Park Hall Manager and [Facilities Maintenance Technician](#) and/ or [Janitor](#). Please let us know when applying if you are interested in more than one position.

This is a part-time, independent contractor position. Pay is dependent upon experience.