



PORTLAND PARKS & RECREATION

Healthy Parks, Healthy Portland

Charles Jordan Community Center

JOB DESCRIPTION

Job Title: Rental Coordinator

Job Site: Charles Jordan Community Center, Portland Parks & Recreation

Hours: Part-time position with weekday & mandatory weekend hours

Date Revised: Summer 2014

Pay Range: \$11-\$12.50

This position is a part time position which requires a detail oriented person with excellent communication skills who is able to successfully run our rental department. Coordinators promote and schedule rentals and birthday party packages by phone and in-person, maintain up to date records on each rental and communicates with multiple departments within the Center. Coordinators schedule, supervise and train part-time Party Hosts, ensuring they're leading quality, fun & well-organized parties. This position is also responsible for problem solving when the "unexpected" occurs and finding a workable and immediate solution for patrons who may be dissatisfied about overbooked rooms, patron expectations not being met, etc. This is a high-energy, detail oriented position for individuals who like a varied and ever changing position. The ideal candidate must be able to work independently, be self-motivated, require very little supervision and have the foresight to solve problems before they happen. Must be able to effectively take direction and feedback, especially while learning.

WORK AVAILABILITY: Applicants must be available for weekend work. Shifts vary depending on rental schedule. Hours will be Fridays 9am-1pm PLUS Saturdays and Sundays per the party schedule. Usual shift hours are between 10am-6pm Saturdays and 9am-1pm Sundays, but can run until 12am (starting time would vary). Hours are based on rental demand. Estimated hours per week: 8-16.

Minimum Requirements:

- * High energy, positive and friendly individual dedicated to providing quality customer service.
- * General office and customer service skills. Working knowledge of office equipment, Windows based computer software (Word, Excel, and Access) and multiple line telephones.
- * Experience in coordinating activities, events and/or programs for youth, teens and adults.
- * One year or more year of customer service or front desk related experience.
- * Person able to manage & pace themselves with multiple distractions and tasks.
- * Current state approved CPR and First Aid certification. Must be obtained within first 30 days of employment.
- * Positive & upbeat personality who is able to maintain this attitude during stressful situations.

JOB REQUIREMENTS

Ability to communicate effectively on the telephone and in person to provide outstanding customer service in a pleasant and professional manner with individuals of diverse backgrounds. Ability to listen to patrons needs and provide accurate and pertinent information to meet the customers' needs and adhere to Center rules and procedures. Ability to respond calmly to stressful situations and problem solve alternatives. Ability to take accurate messages, return calls in timely manner and to handle multiple tasks. Ability to communicate thoroughly & effectively to staff, co-workers and patrons. Responsible for keeping supervisor up to date on department happenings, staff performance, questions and challenges.

PRINCIPAL ACTIVITIES

1. Provides prompt, courteous & accurate service to participants inquiring about rental options by phone or in-person.
2. Updates birthday party bookings, facility rentals & special rentals utilizing ActiveNet -- we will train staff.
3. Supervise all weekend party staff including set-up of parties, equipment, enforcement of policies including staff & patrons.
4. Responds to participant's questions, complaints or concerns immediately and professionally.

5. Assists the front desk with program registration, concession sales, pass sales and general office duties.
6. Provides staff with accurate information regarding party packages, individual rental expectations, etc.
7. Attends mandatory meetings – manager check-ins, party host meetings and quarterly all center staff meetings.
8. Hosts parties when regular hosts are not available.
9. Conducts inventory inspections, reports needs to supervisor, and maintains order of supplies & cleanliness of storage closets and party spaces/rooms.
10. Creates marketing materials as needed.
11. Problem solves new situations for the best possible solution within party guidelines & policies.
12. Performs other duties as necessary to the position.

To Apply: Email Resume, Cover Letter & References detailing your relevant skills and experience and why you would like to be the

Rental Coordinator at Charles Jordan CC to Laure Butera by Wednesday, 9/3. Interviews to take place 9/4 & 9/5.

Laure Butera, laure.butera@portlandoregon.gov