

Reservations & Events Coordinator Job Description

[Osprey Wilds Environmental Learning Center](#) is a 501(c)(3) non-profit organization near Sandstone, MN that provides overnight and day-use outdoor educational opportunities to diverse audiences in a nature-based setting. This position plays a critical role for the organization by serving as the primary contact with K-12 schools and rental groups to ensure their reservation processes are efficient and their visits are positive. This person also manages our events, ensuring we provide fresh, timely, and inspiring programming throughout the year.

This is a non-supervisory position. This position communicates with staff across the organization in multiple departments. This position also communicates regularly with Osprey Wilds customers. This position does not manage a budget directly, but is responsible for \$450,000+ in K-12 school bookings, and \$250,000+ in facilities rental income annually.

RESPONSIBILITIES

1. *External Communications - 35% Priority A*

- A. Teacher contact
 - a. respond promptly to K-12 school inquiries
 - b. take and confirm reservations
 - c. coordinate K-12 school contracts with Finance Administrator for school reservations
 - d. Send forms to teachers and regularly check in with teachers prior to their school arrival
 - e. create K-12 outdoor school schedules based on class requests and staffing
 - f. maintain Osprey Wilds Schools Google Drive
- B. Retreats and Conferences contact
 - a. respond promptly to calls, emails and inquiries for potential group reservations
 - b. collaborate with Finance Administrator to create quotes, contracts, and invoices
 - c. collaborate with Finance Administrator to collect payments for R&Cs
 - d. correspond with contacts regarding reservation details
 - e. respond to 'Requests for Bid' for conferences from various agencies such as DNR;
 - f. proactively seek RFPs from such agencies and/or to be listed as potential conference vendors with such agencies
 - g. maintain Osprey Wilds R & C Google Drive
- C. Timely follow-up to schools, reservations, and info emails
- D. Provide tours of our facilities for potential clients Greet and facilitate groups during their visit
- E. Road Scholar contact
 - a. set Road Scholar dates
 - b. update and submit itineraries
 - c. book hotels
 - d. set up outings and activities with outside vendors
 - e. work with Road Scholar group leader/s on schedules and pre-trip logistics
- F. serve as main onsite contact for intergenerational Road Scholar programs

2. *Internal Communications - 35% Priority A*

- A. Enter school, rentals, and event schedules into OW Program Calendar and Education Department Program Schedule

- B. Create In-House Form with details for all schools, rentals and events and distribute to staff
- C. Notify operations team (housekeeping, kitchen, maintenance) of group meal and rooms/facility requirements
- D. Train and guide liaison staff to ensure all duties are fulfilled
- E. Serve as group liaison occasionally

3. Education - 20% Priority A

- A. Point of contact for community and special events
 - a. schedule and attend regular meetings with community and special event teams
 - b. manage scheduling and program content
 - c. coordinate with Fellowship Coordinator and Executive Director for staffing events
 - d. on-site coordinator during events
- B. Support summer camp programming
- C. Teach classes as needed

4. Data Management - 10% Priority B

- A. Request, collect, and maintain liability waivers
- B. Maintain contact, evaluation, and program data spreadsheets
- C. Maintain events documentation and timelines
- D. Maintain group/conference database
- E. Develop efficient and effective method for follow-up with groups and conferences after their visit

5. Organizational Support & Growth - 5% Priority B

- A. Participate in education and operations department meetings
- B. Serve as a cashier for O.W. gift shop
- C. Provide organizational support as needed or assigned
- D. Seek out and attend professional development opportunities

Qualifications

- AA, BA or BS in a related field, or 3 years equivalent work experience/training
- Microsoft Office & Google Documents Proficiency
- Ability to learn new computer programs
- Ability to respond to emergency situations which may occur outdoors in inclement weather, on water, and on rugged terrain
- Ability to lift 25 pounds on a routine basis

Expectations

- Salaried Employee with typical work week 40-48 hours (comp time above those hours worked)
- Have excellent verbal and written interpersonal skills
- Excellent organizational skills and attention to detail
- Are able to manage a flexible schedule which includes evenings and primarily weekends, 40-44 hours per week
- Committed to providing access to positive experiences in nature with all site visitors in an equitable and just manner

- Passionate about growing skills and knowledge
- Tenacious and able to work in a fast paced environment
- Respectful and responsive communicator
- Willing to take initiative to support our programs and staff
- Have experience in working with learners of all ages; particularly adults

Benefits

- Work in a beautiful setting: 780 acres with coniferous and mixed hardwood forest, creek, prairie, and wetland areas, as well as a lake with a beach
- \$42,000 Salary
- Health (65% premium coverage for employee, 35% for family members), Vision, and Dental Plan options (50% premium coverage for employee and family members)
- Life insurance, short-term and long-term disability insurance
- Simple IRA plan with 3% match
- HSA with employer contribution
- Access to Employee Assistance Program
- Access to Safe and Sick Leave
- Access to Paid Medical Leave
- \$300/year for professional development activities
- Opportunity for receiving, National Archery in our Schools Program Basic Archery Instructor certification, and other industry related certifications
- 15 Days PTO
- 11 Floating Holidays