



**Job title:** Rental Associate  
**Reports to:** Executive Director  
**Level:** Associate  
**Supervises:** Event Team Members  
**Status:** Part-Time, Non-Exempt (not to exceed 1040 hours/year)  
**Rate:** \$18.50-\$19/hour

Connecticut Landmarks owns and operates twelve historic sites, spanning four centuries of Connecticut history. While Connecticut Landmarks' primary focus is sharing history at our recognized historic houses museums, several key sites also serve as unique event venues. The Rental Associate coordinates a wide range of rental events, including weddings, social, corporate, and community events; and non-rental events specific to the organization. As a self-supporting non-profit, rentals of our historic properties help keep Connecticut Landmarks open and available to the public to enjoy. Site rentals are available at the Nathan Hale Homestead, the Phelps-Hatheway House & Garden, and the Butler-McCook House & Garden. This position reports directly to the Executive Director with support from the Deputy Director and Site Administrators.

## **Responsibilities:**

### Administration & Contract Coordination

- Represent Connecticut Landmarks in all communications with rental clients.
- Provide information for marketing and outreach, fielding inquiries, meeting potential clients for sales meetings.
- Work with Marketing & Communications Associate to maintain information on the website.
- Work closely with internal stakeholders including Deputy Director and Site Administrators to ensure rentals support and complement existing programs.

### Event Management

- Work with clients and community partners to coordinate events from start to finish, including: reviewing and confirming permits, insurance, and special requests of any client; coordinating load in/load out; overseeing set-up/tear-down; and serving as liaison between client and staff.
- Ensure the safety of the historic properties and collections in consultation with Collections Team
- Develop a full "run of show" document available to all staff.
- Supervise event staff to ensure quality customer service during events.
- Attend and manage rehearsals from the perspective of the property and organization.
- Coordinate with Site Administrators to ensure facilities are open for cleaning service providers.
- Be present at events and perform the following duties:
  - Ensure property is "Guest Ready."
  - Unlock the facilities and prepare the historic site for a scheduled event.
  - Welcome the caterer and other vendors to the facility, showing them where to set up and where items are stored/delivered.
  - Set up/break down of any necessary tables and event signage.
  - Ensure that the rules and regulations are followed by the renter.
  - General cleaning during the event, including restrooms, trash disposal, and ground maintenance.
  - Communicate to staff and Site Administrator any specialized instructions for preparing site.
  - Oversee execution of event timeline, including: event set up; ceremonies, meetings, and /or receptions; event breakdown, and cleanup.
  - Inform Site Administrators of any damage to organizational property or problems during an event.
  - Secure the property at conclusion of event.
- This position may also be assigned other duties, as necessary.

**Key Competencies:**

To excel in this position, the Rental Associate should:

- Enjoy working with people.
- Possess independent decision-making skills, great attention to detail, well-developed organizational skills, , experience managing events with multiple stakeholders, and the ability to work well in a fast-paced environment while always maintaining a professional demeanor.
- Have experience in the hospitality industry with highly-developed customer service skills.
- Be an effective verbal and written communicator. Accurate proofreading and data entry in both paper documents and via computer.
- Perform frontline staff functions as needed (sales, phones, customer service, etc.) and maintain relationships with internal and external stakeholders.
- Enforce rules/regulations concerning facility use and contractual terms, including securing payment.
- Handle issue resolution calmly and professionally, knowing when to get assistance if needed.
- Be able to work independently and within a team.
- Maintain a flexible schedule. Position schedule will shift with event needs. Must be available to work nights, weekends, and the occasional holiday (prime event season is May through November)..
- Have a valid driver's license, reliable transportation, and the ability to drive to properties throughout the state.

**Desired:**

- At least three years' experience in sales, marketing, hospitality, event management, event planning, or another related field.
- A museum or non-profit background. Experience working at a historic site is highly desirable.
- Customer service experience, training, and/or certifications.

**Physical Requirements:**

The work environment characteristics described here are representative of those a Rental Associate encounters while performing the essential functions of the role:

The employee is frequently required to receive oral and written instructions and information and to clearly communicate in person, over the telephone, through email and through other electronic means. The employee is required to move about their work area, travel between sites, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 25 pounds unassisted. The employee is required to identify, observe, and assess visually or otherwise.

Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions to the extent that Connecticut Landmarks may do so without undue hardship. The term "Qualified individual with a disability" means an individual who with or without reasonable accommodation can perform the essential functions of the position.

**DISCLAIMER**

The preceding job description has been designed to indicate the general nature and essential functions and responsibilities of work performed by the employee in this job position. It may not contain a comprehensive list of all duties, responsibilities, and qualifications required for this role. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

This position is at-will, which means that it can be terminated by the employee holding the position, or by Connecticut Landmarks, at any time, with or without notice or cause.

Signature:

Date: