



**Position:** Rentals Associate  
**Reports to:** Interim Executive Director  
**Level:** Associate  
**Supervises:** N/A  
**Status:** Part-Time, Non-Exempt (not to exceed 900 hours/year)  
**Rate:** \$20/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 Rentals 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 Interim Executive Director with support from the Director of Public Engagement & Marketing 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 Interim Executive Director and Site Administrators to ensure rentals support and complement existing programs.
- Support office management at CTL headquarters, including processing mail and paperwork, managing purchase orders and payments, and coordinating supply acquisition.

### 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 physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is frequently required to: sit, walk, reach with hands and arms, continually required to talk, or hear, bend, lift, climb, squat and kneel, frequently required to lift, and carry weight (up to 50 pounds), stand for an extended period, and specific vision abilities include: close vision, distance vision, and ability to focus.

Nothing in this Job Description restricts Connecticut Landmark's right to assign or reassign duties and responsibilities to this position 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.

**Posting:**

Rental Associate (\$20/hour; not to exceed 900 hours a year), travel up to 75%

Connecticut Landmarks seeks a Rental Associate to coordinate a wide range of rental events (including weddings, social, corporate, and community events) at the Nathan Hale Homestead (Coventry, CT), the Phelps-Hatheway House & Garden (Suffield, CT), and the Butler-McCook House & Garden (Hartford, CT). This position reports directly to the Executive Director with support from the Director of Public Engagement & Marketing and Site Administrators.

Examples of work duties include:

- representing the organization during meetings with potential and confirmed clients;
- coordinating events from contracting to implementation;
- working with site staff to ensure appropriate scheduling;
- attending all events, ensuring the safety of our historic properties and collections;
- and supporting client satisfaction.

Applicants must be well organized, outgoing, and have a strong attention to detail. Experience in sales, marketing, hospitality, event management, or similar is required. Must have both writing and verbal communication skills with experience in database and event management. Applicants must have a flexible schedule, including nights, weekends, and holidays – particularly between May and October. Travel between Hartford and Connecticut Landmarks' historic sites will be necessary, and applicant must possess a valid driver's license and the ability to drive to properties throughout the state. At least three years' experience in sales, marketing, hospitality, event management, event planning, or another related field desired. Candidates with a comparable combination of education and experience are welcome to apply.

The position is permanent part-time, with most hours between May and October. The compensation is \$20/hour with travel reimbursement and a flexible work environment.

Applicants should submit a letter of interest, resume, and at least three references to Robert Brock, Interim Executive Director at [robert.brock@ctlandmarks.org](mailto:robert.brock@ctlandmarks.org) with the subject line: "Rental Associate." References will not be contacted without the applicant's consent. Applications will be accepted until May 10, 2024.