

# CONSERVANCY

FOR CUYAHOGA VALLEY NATIONAL PARK

1403 West Hines Hill Rd., Peninsula, Ohio 44264 | 330-657-2909 | [www.conservancyforcvnp.org](http://www.conservancyforcvnp.org)

## **Position Announcement** **Event Operations Manager**

September 29, 2021

*The Conservancy for Cuyahoga Valley National Park is the official friends group and philanthropic partner for Cuyahoga Valley National Park (CVNP). With a mission to enrich people's lives and enhance our region by inspiring use, preservation and support of Cuyahoga Valley National Park, the Conservancy offers cultural and educational programming, co-manages the park's volunteer program, provides venues for weddings, meetings and special events, and operates park retail spaces.*

**The Conservancy for Cuyahoga Valley National Park is looking for an individual with a welcoming personality and strong organization and communication skills to join our Sales and Guest Services Teams! As a member of this team, you will oversee operations for booked events at Happy Days Lodge, serve as a Day of Coordinator for our clients, and assist in supervising event staff.**

We are committed to equity and justice in our organizational practices. We embrace diversity and practice inclusion internally and externally, assuring that all people are welcome in the park, in employment, in volunteerism and in Conservancy programs. We strive to provide a welcoming, collaborative, fun, and meaningful work environment and are committed to the health and well-being of our employees.

### **Position Description, Essential Duties (other duties as assigned):**

Essential duties include:

#### **Event Operations and Customer Service**

- Oversee all operations for booked events at Happy Days Lodge.
- Serve as Day of Coordinator for booked clients during events and provide professional guidance for vendors and visitors during events.
- Provide assistance and information in accordance with Conservancy event guidelines and standards of service.
- Open facilities, assist with event set-ups, assure facility is event ready, breakdown, and close facilities in accordance Conservancy guidelines and procedures.
- Conduct sales tours as needed to support the Conservancy's Extraordinary Spaces program in meeting its budgeted sales goals

#### **Staff Supervision**

- Work with the Sales and Guest Services Manager to recruit, interview, and hire Extraordinary Spaces event host staff.
- Train, schedule, and supervise Event Hosts to successfully execute hosting duties for weddings, meetings, retreats, and social events at Happy Days Lodge.

#### **Facility Oversight**

- Monitor facility condition and coordinate maintenance needs for Happy Days Lodge with Sales and Guest Services Manager
  - Maintain integrity of historic facilities by adhering to NPS and Conservancy guidelines.
  - Assure that historic facilities are safe by responding to facility issues in a timely and appropriate manner.
- Employee must be able to satisfactorily perform the essential duties/functions as outlined in the position's job description.

**Minimum Qualifications:**

- Two to three years of supervisory and customer service experience.
- Associates Degree preferred.
- Knowledge of the principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for service and evaluation of customer satisfaction goals.
- Must have the ability to work independently and to work on multiple projects or tasks concurrently.
- The employee must be able to participate in two way or multi-dimensional communications with multiple people.
- Ability to effectively present information to customers, staff and upper management.
- The individual must be able to perform the essential functions of the job satisfactorily as outlined in this job description. Where necessary for a qualified individual with a disability to perform the essential functions of the job, reasonable accommodations will be provided. While performing the duties of this job the employee is often exposed to outside weather conditions while providing tours and walking between various park buildings and hiking on park trails. The employee must be able to occasionally go up and down stairs to other offices; occasionally required to lift up to fifty (50) pounds; significant keyboarding and time on the telephone; the noise level is moderate to quiet, and the position may require sitting up to eight (8) hours at a time.
- The employee must be able to work the assigned hours for the position, including other hours assigned for special events as needed.
- Reliable transportation is required.
- All employees of the Conservancy for Cuyahoga Valley National Park are required to submit to a background check and/or fingerprint check prior to employment.

**Status/Pay/Benefits:** Full-Time, non-exempt, \$16.75 hourly rate. Excellent benefits package including medical, dental and vision coverage, a fully vested 403(b) retirement plan, and generous leave time.

**To Apply:** Send cover letter and resume to [apply@forcvnp.org](mailto:apply@forcvnp.org), with the subject line reading ***Event Operations Manager***. This is an immediate opening and posting closes when position is filled.

***The Conservancy provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, military obligations, or veteran status.***