

Visitor Services & Rentals Manager Position Description

The Aldo Leopold Nature Center (ALNC) in Monona seeks an energetic, reliable individual to join its team in a dynamic new full-time position interfacing with the public, managing rentals, and contributing to a positive visitor experience. ALNC provides outdoor and environmental education programs to schools, families and community members, and hosts weddings, corporate retreats, private parties, special events and meetings. **The Visitor Services & Rentals Manager is responsible for planning and overseeing the coordination and execution of rental events and ensuring excellence in front-end customer service through public reception and visitor services.** S/he will oversee ALNC's public hours and offerings, gift shop, front desk, lobby, and other guest and member services, including managing facility and staff during public hours, rentals, and special events. Responsibilities include promotion, booking and contract administration of rentals, management of ALNC rental and front desk staff, vendor coordination, facility, grounds, and equipment preparation, and onsite coordination of public hours and events. This individual will welcome, assist and instruct visitors of diverse ages and abilities as they participate in varied activities and will serve as an advocate for the public, communicating with and resolving guest and customer concerns. This position reports to the Director of Operations & Strategic Initiatives and will also work with the Executive Director, Nature Center Director, Director of Administration, Facilities & Grounds Manager to develop, streamline, and maintain systems and procedures to provide structure and support for this new position, along with Communications, Membership, and other departments to provide excellent representation of ALNC and its offerings.

The [Aldo Leopold Nature Center](#) is a nonprofit environmental education organization dedicated to educating, engaging and empowering children, their teachers, and families. With a state-of-the-art sustainable facility situated on nearly 100 acres of native prairie, wetland, and woodland habitat, ALNC offers exhibits, nature trails, and programs for schools and the public on sites in Monona and Black Earth and organizes [Nature Net](#), a consortium of environmental education providers in southern Wisconsin. ALNC is an equal opportunity employer.

TIME COMMITMENT:

- This is a full-time salaried position with a dynamic schedule. The Visitor Services & Rentals Manager is responsible for structuring his/her time and delegating to additional hourly staff as needed. Coverage includes public hours on Saturdays and Sundays (mainly 10:00am-2:00pm), staffing at events (including evenings), and additional flextime during the week to interface with administrative staff, visitors, and rental customers (flexible, with presence at Thursday noon staff meetings preferred).
- This position is available immediately. Compensation includes competitive salary (\$30,000-35,000 range) and benefits package – please enquire for details.

DUTIES AND RESPONSIBILITIES:

- **Supervising facility and staff during public hours and rentals**, including opening and closing procedures, overseeing and maintaining public areas, event and rental set-up and clean-up, coordinating staff and volunteers, ensuring safety, and troubleshooting.
- **Providing customer service**, information, and visitor interaction in a way that reflects the values of ALNC.
- **Managing staff**, including hiring, training, and scheduling hourly staff and volunteers to assist with visitor services and rental events.
- Coordinating with various departments and staff on set-up/clean-up of programming and **ensuring smooth transition between overlapping events, programs, and usage** of facilities and grounds.
- **Managing Rentals program**, including:
 - Responding to rental inquiries and questions in a timely, effective and proactive manner.
 - Scheduling and providing venue tours and coordination meetings with renters prior to their rental.

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- Utilizing reservations software to book rentals, collect payments, and avoid scheduling conflicts.
- Renter and vendor contract and document administration, including billing and invoicing. Maintaining relationships with vendors and coordinating logistics as needed.
- Ensuring contractual agreements are met by all parties and that ALNC policies and procedures are followed.
- Coordinating event logistics and communicating with ALNC staff to ensure compatibility with ALNC programming and other building needs.
- Preparing and procuring equipment and supplies as needed. Providing custom content for rentals and events, including slideshows or theater experiences.
- Working in conjunction with the Manager of Marketing & Communications to promote the rental program; monitoring rental rates and best practices and adjusting based on market trends.
- Serving on-call for rentals.
- **Managing Visitor Services**, front-end administrative, and customer service duties, including:
 - Supervising admissions and gift shop sales (using Altru ticketing & merchandise point of sale program), front desk, and visitor information; assist with marketing, communications, and membership.
 - Assisting with development, coordination and improvement of self-guided visitor experiences, such as Family Trailside Backpacks, activity toolkits, interpretive or wayfinding signage, equipment rentals, sales, or other offerings to enhance visitor engagement, draw new and repeat visitors, and increase member benefits.
 - Managing gift shop inventory, vendors, displays and marketing.
 - Working in conjunction with the Manager of Marketing & Communications, Director of Education, and Development Assistant to become familiar with and help to promote public, educational, and membership programs and offerings through on-site communication and promotional opportunities.
 - Assisting with ALNC volunteer coordination and training (maintain contact lists, communicate and connect between volunteers and relevant departments, supervise projects, and track hours).
- **Communicating and reporting** on all duties and related areas to ensure ongoing quality, consistency, and improvement.
- Developing and adhering to **departmental budget and organizational strategies and policies**.
- **Contributing to strategic initiatives**, including facility and equipment enhancements, audience development, and revenue generation; participating in planning activities, staff meetings, and administrative support as needed.
- **Performing these duties and others in alignment with and in support of ALNC's mission:** *to engage and educate current and future generations, empowering them to respect, protect and enjoy the natural world.*

REQUIREMENTS AND QUALIFICATIONS:

- At least 18 years of age.
- Experience in event planning, administration, customer service and/or hospitality fields. Bachelor's degree in related field (hospitality, recreation, communications, tourism, etc.) preferred.
- Ability to accurately prioritize and multitask and to assimilate and communicate high volume of information across disciplines and departments.
- Proactive, self-directed and reliable; organized and detail-oriented; able to manage varied schedule.
- Exemplify leadership, flexibility, creativity and composure in problem-solving, troubleshooting, and making and implementing decisions quickly and soundly.
- Excellent management and communication skills; ability to supervise staff and volunteers and work well in a team.
- Comfort in overseeing guests and facility usage, developing systems and practices, and following and communicating verbal and written instructions and procedures.
- Experience and ability to interact with diverse audiences: clients, vendors, general public, families and children.
- Experience in sales and demonstrated accountability in cash-handling and accounting procedures.
- Computer skills (Microsoft Office, POS programs, scheduling software, etc.) and experience operating and troubleshooting basic office technology and audio/visual equipment (projectors, monitors, microphones, etc.).

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- Reliable transportation to ALNC required.
- Ability to lift 40 lbs.
- Additional relevant skills and interests: Spanish or other language skills; standard First Aid and Adult/Child CPR certifications; interest in science, climate, and regional flora and fauna; respect, concern, and enthusiasm for the natural environment and interest and ability to share that excitement with others.

To Apply:

Please send a cover letter, resume, and three professional references to:

Brenna Holzauer, Director of Operations & Strategic Initiatives

Aldo Leopold Nature Center

330 Femrite Drive, Monona, WI 53716

brenna@naturenet.com (608) 216-9375

Email applications encouraged.