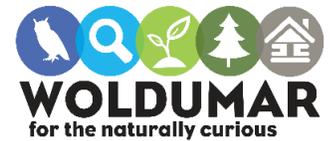


**TITLE:** Assistant Hospitality Manager  
**RESPONSIBLE TO:** Hospitality Manager  
**POSTED:** 1/15/2020

**APPLICATION INSTRUCTIONS:**

Submit cover letter, resume, and 3 professional references to Executive Director Kevin Wernet [director@woldumar.org](mailto:director@woldumar.org) by 2/21/2020. Must be available to begin work on or around 4/15/2020



**OVERVIEW:** Under the supervision of the Hospitality Manager, the Assistant Hospitality Manager assists in assuring a positive visitor experience for wedding and rental guests, and all nature center visitors. The Assistant Hospitality Manager helps market, schedule, plan and coordinate weddings and other private events at the nature center, and oversees and assists in the transition of facilities for weddings and other events. Other routine responsibilities include providing tours to prospective clients, decorating facilities and removing decorations, cleaning facilities after an event, answering phone calls and emails, meeting with clients, and hosting the pop-up gift shop/Discovery Nook.

**STATUS/HOURS/WAGE:** Entry-level hourly wage commensurate with experience, plus credit for MSU Level II Hospitality Internship, if applicable. Part-time seasonal during peak wedding season (April-November). **Most weeks:** Wednesday, Friday, Saturday, Sunday. 20-30 hours per week, specific days and hours will vary with number of bookings.

**RESPONSIBILITIES:**

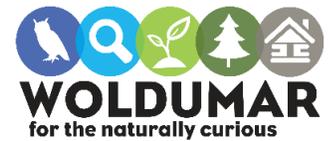
1. Gives tours to potential rental clients, goes over new contracts under the supervision of the Hospitality Manager
2. Effectively communicates rental policies and event details with clients, vendors, and visitors. Assists in the planning process and gives suggestions as needed.
3. Decorates facilities, including strand-lights and hanging decorations.
4. Detail cleans classroom, banquet area and restrooms, and otherwise makes facilities presentable to guests.
5. Answers and returns phone calls and emails in a prompt, timely, and accurate manner.
6. Works the day of weddings or events and will do a variety of tasks such as assisting rental, greeting guests, driving golf cart to assist guests, leading crafts at community events, help with other tasks as assigned.

**DESIRED QUALIFICATIONS & SKILLS:**

1. Must be at least 18 years of age.
2. Experience supervising peers in group settings.
3. Enjoys providing customer service
4. Arrives on time / able to work flexible hours.
5. Works hard independently or with a group.
6. Understands and follows written or verbal instructions
7. Possesses a strong dedication to the natural world, and appreciation for the education, personal development and care of young people.
8. Physical ability to work outdoors
9. Able to lift minimum of 30 pounds.
10. Responsible, flexible, innovative, friendly and dedicated to customer service and environmental education.

**ORIENTATION & TRAINING:** Job-shadowing, training, and orientation will be provided by current staff.

**Qualified candidates should submit a cover letter, resume, and 3 professional references to Executive Director Kevin Wernet [director@woldumar.org](mailto:director@woldumar.org) by February 21, 2020.**



### **WHO WE ARE:**

The Woldumar Nature Association is a 501(c)3 nonprofit organization with a mission “to educate people about the natural environment.” Since 1963, Woldumar has been a resource for area schools, families, and the entire Greater Lansing Community, offering seasonal day camps, field study, and educational community events. We serve over 6000 students each year.

Woldumar protects and restores over 180 acres of ecologically significant green space in southwest Lansing. A working farm before it was generously donated by Gladys Olds Anderson, the property now boasts prairie, pine forest, wetlands, and hardwood forest, bounded by over 1.5 miles of Grand River shoreline. Five miles of hiking trails are open daily to the public.

A community of association members, volunteers, and individual and corporate program sponsors help keep this tremendous local resource available. The nature center is a popular venue for weddings, meetings and conferences, birthday parties, and other social events which help raise funds to support our nonprofit mission.

Woldumar is governed by a board of directors elected by the membership, and operated by a small year-round staff currently consisting of an Executive Director, Program Director, Hospitality Manager and Groundskeeper. During an exciting time of growth for the organization, we strive to continue engaging more people in our existing programs while diversifying our offerings to reach new communities.

**DIVERSITY & INCLUSION STATEMENT:** Woldumar values a diverse and inclusive community and therefore does not and shall not discriminate on the basis of race, skin color, religion (creed), gender, gender identity or expression, age, national origin (ancestry), disability, marital status, attractional/sexual orientation, or military status, in any of its activities or operations. We are committed to the recruitment, retention, and development of a diverse workforce that represents the Greater Lansing Community.

**STAFF VALUES STATEMENT:** We are a staff who cares about Woldumar, its members, visitors and customers; the children under our supervision; our fellow staff members; and the quality of work we do. We strive to communicate effectively with each other and our constituents, and hold an organizational culture of honesty and integrity in the highest regard. We are willing to challenge the status quo and try new things as we share the responsibility of fulfilling Woldumar’s mission.

### **GUIDING PRINCIPLES:**

- 1) As staff, board members, volunteers, or members of the association, it is our duty to fulfill the mission, assure good stewardship of the resources we’ve been entrusted with, and raise funds to sustain and grow those efforts.
- 2) Woldumar is more than a park, it is a cause and a community.
- 3) Environmental education and natural areas should attract a diverse constituency.
- 4) Outdoor recreation provides a valuable gateway to conservation ethics and environmental education.
- 5) Spending time in nature is important to one’s physical and psychological well-being.
- 6) Scientific knowledge should uplift, encourage and inspire people.