

TITLE: Hospitality Assistant

RESPONSIBLE TO: Hospitality Manager

POSTED: 05/22/2025

APPLICATION INSTRUCTIONS: Submit resume and 3 professional references to Executive Director Kevin Wernet, director@woldumar.org.

OVERVIEW:

Under the supervision of the Operations Manager and Event Host, the Hospitality Assistant provides outstanding customer service to Wedding and Rental guests, and to other nature center visitors. Primary responsibilities include assisting in the transition of facilities for weddings and other events – decorating facilities and removing decorations, setting up tables and chairs, and cleaning. Other routine responsibilities may include providing tours to prospective clients, answering phone calls and emails, planning meetings with clients, and occasionally working at community events.

HOURS:

Part-time, hourly position during our peak event season, with potential to work off-season depending on bookings. Most weeks: Fridays, Saturdays, Sundays. Estimated 12-20 hours/week depending on bookings. Other days and hours vary according to program and hospitality needs. Up to \$15/hr commensurate with experience.

RESPONSIBILITIES:

1. Arranging tables and chairs, decorating, hosting, and cleaning up after weddings and other types of private event rentals.
2. Working the day of events and doing a variety of tasks such as greeting guests, setting up sound equipment, driving a golf cart to assist guests, supervising a bonfire, helping with other tasks as assigned.
3. Detail cleaning classroom, banquet area and restrooms and otherwise making facilities presentable for the next guest.
4. Giving tours to potential rental clients.
5. Effectively communicating event details with clients, vendors, and visitors. Assisting in the event planning process.
6. Answering and returning phone calls and emails in a prompt, timely, and accurate manner.

DESIRED QUALIFICATIONS & SKILLS:

1. Enjoys providing amazing customer service
2. Arrives on time/ able to work flexible hours.
3. Ability to work indoors and outdoors.
4. Able to lift a minimum of 30 pounds.
5. Responsible, flexible, innovative, friendly and dedicated to customer service and nature education.
6. Works hard independently or with a group.
7. Understands and follows written or verbal instructions

ORIENTATION AND TRAINING:

1. On-the-job training and orientation will be provided on-site by staff.
2. Opportunities for professional development. First Aid/CPR/AED certification training provided.

Ask us about making this an internship for college credit!

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 work we do. We strive to communicate effectively with each other and our constituents, and maintain an organizational culture of honesty, integrity and compassion. We commit to personal, professional and organizational growth as we share the responsibility of fulfilling Woldumar's mission: To educate people about the natural environment.

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.