



Job Title: Venue Coordinator
Status: Full-time, Exempt
Reports to: Buffalo Bayou Partnership Venue and Visitor Services Supervisor
Weekly Schedule: Monday - Friday, 9:00 a.m. – 5:00 p.m. Some weekends and evenings required
Office Location: Buffalo Bayou Park Wortham Insurance Visitor Center

Buffalo Bayou Partnership

Founded in 1986, Buffalo Bayou Partnership (BBP) is the non-profit organization revitalizing and transforming Buffalo Bayou, Houston’s most significant natural resource. BBP protects land for future parks and trails, coordinates other natural and built bayou enhancements, and sponsors wide ranging events, boating activities, and public art installations to attract Houstonians and visitors to the bayou’s shores.

Buffalo Bayou Park

BBP oversees Buffalo Bayou Park, a 160-acre 2.3-mile greenspace between Shepherd Drive and Sabine Street just outside downtown Houston. The organization maintains and operates the park under a long-term contract with the Downtown Tax Increment Reinvestment Zone (TIRZ) #3. The Park offers a variety of opportunities for outdoor recreation and has numerous venues that are available to the public for rent for events including:

- Private events such as weddings
- Music and culinary festivals
- Revenue-generated amenities and concessions
- A visitor center and special event spaces
- Temporary art space that features installations by internationally known artists

Venue Coordinator

The primary focus of this position is coordinating venue rentals from start to finish. The Venue Coordinator works closely with the Venue and Visitor Services Supervisor to execute all aspects of the venue rental program. In addition, the position coordinates boat tours, walking tours, and other programs requiring reservations. The position entails daily calendar management, patron correspondence, and use of the reservation system, FareHarbor.

Duties and Responsibilities

Venue Rentals

- Serves as one of the main points of contact for Park venue rentals
- Attends venue walk-throughs with Venue and Visitor Services Supervisor and keeps notes of all discussions

- Coordinates details for all venue rentals including obtaining required forms, payments, permits, and site use plans
- Corresponds regularly with Park and administrative staff about upcoming events in the Park
- Attends all venue rental events including those on evenings and weekends and ensures events go smoothly and rules are followed
- Generates summary reports as needed

Boat Tours

- Serves as main contact for all bayou boat tours and boat tour inquiries
- Coordinates yearly schedule of public and private boat tours, coordinating with captains, deckhands, historians, and guides
- Corresponds regularly and frequently with boat operation staff to determine if weather conditions will affect boat tours
- Generates summary reports as needed

Food Trucks

- Serves as main contact for Buffalo Bayou Park food truck program
- Secures new food truck business for the park including recruiting and retaining members
- Reviews and approves/denies food truck applications for the Park

Visitor Services

- Serves as a member of Visitor Services team, occasionally functioning as a front desk attendant in the Visitor Center, answering phones, assisting customers, and providing visitor services as needed
- Communicates regularly with other Venue and Visitor Services staff members on event rentals, boat tour rentals, and food truck operations as needed
- Places temporary signage throughout the park as needed
- Assists in other areas or special projects as assigned

Knowledge and Skills

- Extremely detail oriented with demonstrated organizational and task management skills
- Ability to represent BBP with a high level of integrity and professionalism
- Ability to provide excellent customer service
- Ability to communicate effectively with individuals of varying ages as well social and cultural backgrounds
- Ability to remain calm in stressful situations and help resolve event conflicts with tact and courtesy
- Dependability, flexibility, and adaptability in an event-driven environment
- Ability to manage online reservations and sales system
- Availability to work weekends, evening hours and holidays if necessary
- Willingness to work in both indoor and outdoor environments

Educational Qualifications and Experience

- Associate or bachelor's degree, preferably in the fields of event management, communication, marketing or public relations
- At least one year of experience in customer service and/or special events required

Salary and Benefits

Buffalo Bayou Partnership offers competitive salaries and excellent benefits

Please submit cover letter and resume by email with the subject line *Venue Coordinator* to:

jobs@buffalobayou.org

Buffalo Bayou Partnership
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