



Job Title: Venue Coordinator
Status: Full-time, Exempt
Reports to: Buffalo Bayou Partnership Venue and Visitor Services Supervisor

Buffalo Bayou Partnership

Established in 1986, Buffalo Bayou Partnership (BBP) creates and stewards welcoming parks, trails and unique spaces, connecting Houstonians with the city's most significant natural waterway. The nonprofit organization's geographic focus is the 10-mile stretch of the bayou that flows from Shepherd Drive, through the heart of downtown, into the East End, and on to the Port of Houston Turning Basin. BBP has implemented more than \$250 million in improvements for the redevelopment and stewardship of the waterfront – spearheading projects such as Buffalo Bayou Park, protecting land for future parks, constructing hike and bike trails, and operating comprehensive cleanup and maintenance programs. BBP also activates the waterway through pedestrian, boating and biking amenities, volunteer activities, public art, and wide-ranging tours and programs.

Position Summary

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 BBP reservation system, FareHarbor.

Duties and Responsibilities

Venue Rentals

- Serves as one of the main points of contact for rentals from start to finish
- 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

Visitor Services

- Serve 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

Qualifications

- 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
- 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

BBP offers a competitive salary and excellent benefits.

To apply:

Please submit a cover letter and resume by email or mail to:

aduran@buffalobayou.org

Buffalo Bayou Partnership

105-B Sabine Street

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No Phone calls please