



Buffalo Bayou Partnership

Position Announcement:

Venue Coordinator

Reports to: Venue and Visitor Services Supervisor

Classification: Full-Time, Exempt

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 non-profit 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 spearheads award-winning projects such as Buffalo Bayou Park; constructs hike and bike trails; removes trash from the waterway; and engages tens of thousands of visitors each year through programming, public art, volunteer events, and recreational opportunities.

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. This is a Bilingual (English + Spanish) position in which the Coordinator will be able to assist visitors in English and Spanish with venue rentals, 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 that rules are followed
- Generates summary reports, as needed

Boat Tours

- Serves as the 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

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

Qualifications

- Bilingual: Must speak, read, and write effectively in English and Spanish
- Extremely detail oriented with demonstrated organizational and task management skills
- Able to represent BBP with a high level of integrity and professionalism
- Able to provide excellent customer service
- Able to communicate effectively with individuals of varying ages as well as social and cultural backgrounds
- Able to remain calm in stressful situations and help resolve event conflicts with tact and courtesy
- Dependable, flexible, and adaptable in an event-driven environment
- Available to work weekends, evening hours, and holidays if necessary
- Willing 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

Buffalo Bayou Partnership offers a competitive salary and excellent benefits.
BBP is an Equal Opportunity Employer.

To Apply:

Please submit resume and cover letter to

jobs@buffalobayou.org

Subject line: Venue Coordinator

No phone calls please.