

Position Title: LAUREL ENTERPRISE COORDINATOR (permanent FT, 35 hrs/week)

The purpose of this position is to make a visit to the Laurel Packinghouse (LPH) a memorable experience for facility renters, visitors to the orchard and wine museums, and other guests, while maximizing revenues and profitability for the enterprise. The Laurel Enterprise Coordinator oversees all areas relating to the revenue generating activities at the LPH. In addition, they promote the LPH as a rental venue and generally nurture the growth of visits and revenues.

Primary DUTIES

- In collaboration with the Finance & Operations Manager, plan, promote and implement strategies to increase traffic, maximize revenues – both rental and gift shop, and increase overall satisfaction for both visitors and staff.
- Coordinate rental bookings, calendar, contracts, staff scheduling, and set-up, working closely with all renters/potential renters prior to and during events
- Interview, train, schedule, and support staff to provide great service and ensure that rental agreement, security protocols and gift shop procedures are followed.
- Follow up on rental agreements, including any outstanding booking requirements, maintaining records of all invoicing and payments and responding to any issues arising from rentals.
- Liaise with and direct custodial staff regarding deliveries, renter's access, and floor plans.
- Support other staff in terms of record keeping, submissions to accounting, promotion, task management and problem resolution.
- Communicate thoroughly with staff, renters, guests, service providers, and partners

Secondary

- Promote all KMS sites and programs, and serve as a helpful host for the CD and Kelowna.
- Maintain signage related to equipment, access and promotions.
- Liaise with Curatorial staff regarding Galleries and Programming staff regarding events.
- Liaise with community partners, external contractors, and COK staff and service providers.
- Liaise with others regarding marketing
- In conjunction with the Finance & Operations Manager, oversee and troubleshoot facility operations.

REQUIREMENTS

- Superbly organized, focused, detail oriented and time efficient.
- Outstanding customer service skills.
- Diplomatic and authoritative, with excellent problem solving and delegating skills
- Excellent written and verbal communication skills.
- Conscientious
- Degree or diploma in business or customer service preferred.
- Three years' experience working in facility rentals or event planning
- Criminal record check required

Pay Range: Level 4 (\$23.25 per hour). This is a union position with a comprehensive benefits package.

If you would like to apply for this position, please forward your resume to hr@kelownamuseums.ca by November 24, 2023. Alternatively, you may drop off your resume at the Okanagan Heritage Museum, 470 Queensway Ave, Kelowna. We thank all applicants for their submissions; however, only those chosen for an interview will be contacted. Kelowna Museums Society is an equal opportunity employer. We encourage Indigenous people, and people from diverse backgrounds and ethno cultural communities, to apply.