Evelyn’s Park Conservancy

`Rental Customer Experience Coordinator Evelyn’s Park

(Part-time with flexible hours \*requires a flexible work schedule for planning, administration and event coverage)

[Customer service](https://www.eventmanagerblog.com/event-customer-service) should be at the forefront in every event center and pavilion rental. We cater to the needs of our attendees in order to make them happy and to give them an enjoyable experience with the hopes that they will return to future events, or rehire our services in planning their event, and communicate to friends about our rentals.

Duties and Responsibilities:

1. Onboard clients with contracts
2. Follow-up with necessary documentation to finish files
3. Setup planograms
4. Coordinate with client schedule for event
5. Coordinate with vendors access to facilities
6. Setup tables and linens for indoor and outdoor events in collaboration with rental coordinator
7. Maintain adequate linen inventory to service events
8. Maintain facilities
9. Answer emails
10. Insure security and valet at scheduled for events and handle payment
11. Help vendors with setup and during events (This includes keeping environment clean)
12. Work with clients to select vendors
13. Provide in-person service onsite during events including maintaining a clean environment before, during, and after events. Works with event rental coordinator divide out event coverage.
14. Insuring facility is stocked with necessities for event.
15. Obtain customer feedback
16. Deal with complaints
17. Send thank you letters
18. Report facility repair and other maintenance concerns to Park Director.
19. Performs other duties as assigned by the park Director related to rentals and events

QUALIFICATIONS

1. Strong customer service relationship skills
2. Organized, focused, and attentive to details
3. Ability to multi-task
4. Working knowledge of Microsoft Office (Word/Excel/PowerPoint) software program