

WINDSOR COMMUNITY CENTRE: RENTAL COORDINATOR JOB POSTING

This position is currently a six-month contract position; however, the intent is for the position to become permanent. The position, reporting to the Windsor Community Centre Board of Directors, is responsible for managing and coordinating all requests and bookings for rental space at the Windsor Community Centre. As a non-profit organization, facility rentals are a large revenue stream that allows the community centre to operate on a daily basis and provide meaningful programming and events to community members.

There is also an emphasis for this position to explore and develop community relationships. The hours are varied and flexible.

WCC VISION

To provide quality programming & activities that enhances the well-being of all members of our diverse community.

WCC MISSION

To foster community pride and inclusion through a strong commitment to respect, equality, and accessibility.

WCC MANDATE

To support children and families in their emotional, physical and mental growth and development.

Authority

Working within the parameters set by the Board, the Rental Coordinator functions with a degree of autonomy in respect to the scheduling, solicitation, and management of community centre rentals, while acknowledging the collaborative nature of the role.

Position Responsibilities

- Respond to requests for rental space either by phone or email.
- Rental requests will also include those for (internal) Windsor CC activities, programs, events, board meetings etc.
- Review application forms and contact renters.
- Answer questions, explain the rental process and provide tours of the available spaces.
- Ensure all documentation is complete including rental agreement, appropriate signatures where necessary and receiving all refundable and non-refundable deposits.
- Book space using Google Calendar, avoiding any scheduling conflicts or duplications.
- Confirm space with renter(s) noting any requirements for set-up, equipment etc
- Coordinate and communicate set-up requests and requirements with the janitor, receptionist and canteen manager, ensuring clear communication is maintained.
- Ensure that payment is received.
- Open and close the community centre for all rentals and events, ensuring a Windsor Community Centre representative is present during all rentals.
- Engage potential community contacts regarding space needs and any opportunities for developing relationships with the community.

- Ensure all procedures, documents are up-to-date and identify where changes are required to the Board of Directors.
- Follow-up on any reports of problems with renter behaviour or damage to space.
- Follow-up on receiving any renter complaints or problems that arise.
- Compile data and statistics for analysis regarding percentage of space used, who are renting space, revenue increase etc.
- Provide monthly progress reports to the Board of Directors and attend board meetings as requested/required.

Qualifications

- Training in event planning, community relations or a combination of relevant experience.
- Warm, friendly, and accommodating approach to welcoming people to the Windsor Community Centre and responding to enquiries.
- Ability to handle multiple demands, changing priorities and time pressure.
- Irrefutable honesty, reliability, commitment, and work ethic.
- Excellent organizational and time management skills, attention to details essential.
- Good computer skills– Microsoft Office Suite, Google Workspace, ability to work on the cloud and in email.
- Well-developed problem-solving skills and ability to negotiate with renters regarding particular issues or needs/requirements, in a cordial and respectful manner.
- Comfortable working in a progressive and inclusive environment.
- Must be accountable and self-initiator capable of working independently with autonomy and as part of a team.
- Must be able to communicate effectively with the public, customers and stakeholders in a professional and friendly manner.
- Clear Criminal Record and Child Abuse Registry Checks

Hours & Salary

Commission based position.

Rentals booked for a minimum of 3 hrs - \$50 commission per rental.

Rentals booked for 5 hrs - \$85 commission per rental.

[TBD - Additional hours over 5 hrs - \$16 commission per hour, per rental]

Opportunity to bartend at events for an additional \$20 per hour, plus tips, per rental (must have Smart Choice – Responsible Service Certification).