

**HARCOURT MEMORIAL UNITED CHURCH
PARTNERSHIPS/COMMUNITY HUB PROJECT
JOB DESCRIPTION
RENTAL COORDINATOR**

Summary

This position is currently a six-month contract position; however, the intent is for the position to become permanent. The position is responsible for managing and coordinating all requests and bookings for rental space at Harcourt. There is also an emphasis on exploring and developing community relationships. The hours are varied and flexible.

Responsibilities

- Respond to requests for rental space either by phone, email or walk-ins
- Rental requests will also include those for (internal) Harcourt activities, meetings etc.
- Review application forms and contact renters
- Answer any questions, explain the process and provide tours
- Ensure all documentation is complete including rental agreement and insurance certificate, including appropriate signatures where necessary and receiving non-refundable down payment
- Book space using computer system avoiding any scheduling conflicts or duplications
- Confirm space with renter noting any requirements for set-up, equipment etc
- Coordinate and communicate set-up requests with custodian, building hosts and tech staff – assist with set-up when necessary
- Ensure that payment is received
- 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
- 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

Qualifications

- Post -secondary education in human and/or community relations preferred
- “Customer service” and community relations experience an asset
- Warm, friendly and accommodating approach to welcoming people to Harcourt and responding to enquiries
- Excellent organizational and time management skills, attention to details essential
- Good computer skills – Microsoft Office Suite, ability to work on the cloud
- Good problem-solving skills required and ability to negotiate with renters regarding particular issues or needs/wants
- Comfortable working in a progressive faith community environment
- Understanding of Harcourt’s partnerships/community hub project is important and how rentals are part of the project

Hours

- 20 hours per week
- Hours will vary and are flexible, depend on rental schedules, some evening and weekend hours, remote work possible
- **Salary** \$23/hour, plus benefits