



Wing Haven Education & Rental Associate

Full Time 40 hours 8:45 am - 5:15 pm On Site

Tuesday - Saturday

Reports to Director of Education & Community Engagement

Occasional after hours and weekends

About Wing Haven

Wing Haven is dedicated to cultivating sanctuary in nature, environmental stewardship, and the legacy of Southern horticulture. We have three public gardens on nearly four acres in Charlotte, North Carolina. Together these three properties—Wing Haven Garden & Bird Sanctuary, SEED Wildlife & Children's Garden, and the Elizabeth Lawrence House & Garden—welcome visitors of all ages to discover and learn, as we seek to inspire a passion for the natural world. Wing Haven is a 501(c)(3) non-profit organization. To learn more, visit winghavengardens.org.

Position Overview

The Education & Rental Associate is a forward-facing role key to the visitor experience. This person welcomes all guests and is an ambassador for Wing Haven. They are the point person managing all aspects of event and photography rentals, and assists with supporting the daily and yearly functions of the Education Team.

Primary Responsibilities

Admissions:

- Set up a video and education building for guest viewing
- Responsible for greeting all guests professionally and warmly
- Manage admissions process
- Assist with administrative tasks as needed
- Serve as point of contact in the event of an emergency

Rentals:

- Schedule all rentals
- Schedule and oversee after-hours hosts
- Handle rental contracts and payments
- Manage required insurance for vendors
- Maintain events calendar with up-to-date rental information
- Complete work order forms for event setup

Education Team:

- Make initial contact via email to prospective volunteers
- Create volunteer position descriptions
- On an annual basis, create sign-up genius pages for a variety of volunteer opportunities
- As needed, help manage the camp waitlists
- During Nursery season, prep coffee and tea for the nursery volunteers
- Assist with implementation of annual Volunteer Appreciation events.

Requirements

- Experience in or a commitment to a high level of customer service
- Approachable, energetic, task-oriented, efficient, and attentive to detail
- Interest in gardens and history a plus
- Strong interpersonal and verbal/written communication skills
- Proficiency with office applications (Microsoft Word, Excel, and Google Suite) and aptitude for learning new software and systems
- Understanding of donor management systems (ex. DonorPerfect) and online scheduling systems preferred
- Familiarity with payment systems and comfortable handling money
- Ability to work well with fellow team members and volunteers/visitors in a team environment
- Must be able to serve all guests equally regardless of their age, disability, national origin, religious belief, veteran status, race/color, genetic information, marital status, gender identity, and/or sexual orientation
- Must be able to successfully pass a criminal background check

Wing Haven is committed to creating an inclusive, diverse, equitable and accessible culture where the contributions of all community members are valued, respected and appreciated. We invite and welcome people of all abilities, backgrounds, races, religions, cultures, ages, genders and sexual identities. Just as a garden requires ongoing cultivation and tending, Wing Haven pledges to continually reflect on and adapt IDEA (Inclusion, Diversity, Equity & Accessibility) principles.

Benefits include paid holidays, personal time off, medical insurance and retirement plan.

Candidates must be authorized to work in the United States with legal documentation requirements. Wing Haven is a drug and tobacco free workplace.

To apply, send resume and cover letter to: Wing Haven, att: Admissions Team, 260 Ridgewood Avenue, Charlotte, NC 28209 or online admin@winghavengardens.org

No phone calls.

Please apply by April 26, 2024