



Reservations Coordinator

Job Posting

Our Mission: To instill a connection and commitment to the environment in people of all communities through experiential learning.

The Audubon Center of the North Woods (ACNW) is seeking a full-time Reservations Coordinator. This position plays a critical role in our very busy organization by being on the front lines of communicating with schools and guests to ensure their reservation process and visit with us is successful. The right person is someone who thrives in a team atmosphere, yet can work independently. Being a non-profit, we seek someone who has a passion for our mission and can be flexible in both job duties and schedules. Above all else, the right candidate will have exceptional organizational and customer service skills.

RESPONSIBILITIES include, but not limited to:

- Respond to email and phone inquiries for potential reservations
- Take and confirm all reservations and contracts for K-12 schools and retreat/conference group bookings
- Provide tours of our facilities for potential clients as needed
- Communicate with teachers from across the state to coordinate all pre-visit logistics and schedules
- Create and update in-house communications (forms and emails) to distribute all details of reservations to appropriate staff
- Maintain up-to-date inquiry tracking, contact information and evaluation/feedback databases
- Solicit feedback from each non-school group renting the facilities
- Train intern staff on duties related to working with retreat rentals
- Respond to “requests for bids” for organizations seeking conference facilities
- Greet and facilitate all conference rentals upon arrival
- Participate in weekly staff meetings and other departmental meetings as requested
- Other duties as assigned

QUALIFICATIONS

- High School diploma and 3+ years in a fast-paced office setting OR Associates degree and 2+ years in a fast-paced office setting
- Familiarity with the duties involved of Administrative Assistance
- Detail-oriented
- Excellent organizational skills
- Excellent verbal and written interpersonal skills
- Excellent customer service record
- Experience managing and organizing busy calendars and overlapping schedules
- Proficiency with Microsoft Office Suite and Google Docs

- The ability to communicate with, and work alongside, people with very diverse cultures, lifestyles, and experiences
- Ability to thrive in a fast-paced office setting
- Understands the importance of timely email and phone responses to inquiries
- Ability to be flexible and adaptable
- Sense of humor
- Some evening and weekend hours may be required
- The ability to fully support the mission of the Audubon Center: *To instill a connection and commitment to the environment in people of all communities through experiential learning*
- Must pass background check

Bonus qualifications:

- Willingness to fill-in as needed for teaching staff (this would be minimal and training would be provided)
- Enjoys children
- Experience with, or an understanding of, non-profit organizations
- A love of the outdoors

COMPENSATION

- Wage commensurate with experience (\$12-\$15/hr)
- Medical and dental insurance options
- Simple IRA with 3% match
- 10 paid holidays per year
- 15 days of PTO/year; increases after 5 years

TO APPLY:

Send a letter of interest, resume and list of three references with contact information to:
 Connie Haugen, Program Director, Audubon Center of the North Woods, haugen@audubon-center.org
Preference given to applications received before Sept. 14

About ACNW:

Established in 1968, the Audubon Center of the North Woods (ACNW) is a private, non-profit 501(c)3 residential environmental learning center (RELC) and green retreat & conference center on Grindstone Lake near Sandstone, MN – 90 miles north of Minneapolis/St. Paul. We offer a great variety of outdoor and environmental education experiences for people of all ages – youth, families and adults – and are an ideal K12 school field trip and student travel destination. In addition to our on-site programs and camps, ACNW provides outreach programs throughout the region. All of our facilities are also available for rental – perfect for hosting your own retreat or conference at our beautiful 780-acre lakeside location.