



JOB DESCRIPTION

FACILITIES HIRE COORDINATOR

Classification:	Volunteer
Reporting to:	Office Manager
Remuneration:	Out of Pocket Expenses
Time Commitment:	2 hours per week on average

Purpose of the position

The hiring of facilities to Club members and members of the public is an important function for the Club, providing both a community services and income. It is important that the hiring of facilities such as the hall, greens and outside facilities is well coordinated and provides a good experience for the hirer. The role of the Facilities Hire Coordinator is to be the central point of contact and the coordinator for all hiring events.

Duties & responsibilities

The Facilities Hire Coordinator undertakes the following responsibilities to meet Club and hirers expectations:

a) Marketing

- Act as the central point of contact for Club members and members of the public who wish to hire Club facilities.
- Promote the Club and its facilities to potential hirers
- Respond to requests for information about the Club's facilities and associated costs
- Send marketing information where required

b) Coordination

- Manage the Club's facilities booking procedures, including diaries, electronic systems and the website, ensuring their currency
- Follow up with clients to ensure that they have sufficient information about Club facilities hire and understand their responsibilities and obligations
- Follow up with clients to ensure appropriate hire confirmations and fee payments
- Liaise with Duty Manager, Chairs of Greens and House and Social to ensure that events are properly planned and coordinated
- Seek feedback from clients regarding their satisfaction with their hire experience
- Liaise with the Office Manager concerning the setting of fees and systems improvements

Academic or trade qualifications

Specific qualifications are not required

Specific skill, knowledge and attribute requirement

Essential	Desirable
Strong interpersonal and negotiation skills	
Sound computing skills associated with email, website use and systems associated with the position	
Sound written and verbal communication skills	
Well developed knowledge of Club operations, committee structures	
Well developed customer service skills	
Strong organisation skills	

Relationships

With	Purpose
Office Manager	Work constructively and support the Office Manager to develop effective hiring pricing and operating systems
Duty Manager and Caterers	Work constructively with the Duty Manager to ensure that hiring events are known and appropriately catered.
Club Members and Hirers	Display and promote the Club and its values to members and hirers, communicating the benefits of hires and their respective responsibilities and obligations
Chairs of Committees, Volunteer Coordinator and Volunteers	Work constructively with Chairs of committees, Volunteer Coordinator and volunteers to engender support and ensure that hiring requirements are planned and coordinated.

Volunteer Signature _____ Date _____

Office Manager Signature _____ Date _____