

THE CHATOL

HOUSE & GARDENS

OPEN POSITION | VENUE MANAGER (PART TIME-20 hrs/week, partial remote possible)

*The Chatol House & Gardens
Centralia, Missouri*

ROLE OVERVIEW:

The Chatol House & Gardens is a historic Art Deco mansion that is listed on the National Register of Historic Places. For over 40 years The Chatol has welcomed visitors from all over the world, first as the guest house for the A.B. Chance Company, and for the past 20 years as a luxury venue for weddings, special events and private gatherings. As Venue Manager at The Chatol House & Gardens, your role will be exciting, varied, and critical to the daily, monthly and annual operations of the mansion. The Venue Manager role is pivotal to the attraction and booking of our ideal clients, the execution of exceptional events and ensuring that at The Chatol we consistently deliver a remarkable experience for our clients and their guests. If you believe you are an ideal candidate for this role, we welcome you to apply. Please write to us at hello@TheChatol.com and tell us what interests you about the role. Please attach your resume or LinkedIn profile.

ESSENTIAL DUTIES & RESPONSIBILITIES: *(include, but not limited to)*

Manage the Sales Process:

- Set and achieve short-term and long-term sales targets
- Monitor, respond to and follow-up on all inquiries in a timely and professional manner
- Create client proposals, execute contracts and maintain / follow-up on all client payments
- Respond to all feedback to consistently improve the client experience at The Chatol

Schedule, Confirm and Conduct Tours:

- Serve as the primary person responsible for conducting prospective client tours
- Ability to confidently and consistently answer client / vendor questions
- Ability to tactfully manage differing points of view during group tours
- Comfortable with public speaking and a good listener

Plan, Coordinate and Participate in Open Houses:

- Plan, coordinate, set-up and publicize all Open House events
- Professionally and knowledgeably answer client / vendor questions
- Attend all Open House events, which are held monthly, typically on Wednesday evenings or Sunday afternoons

Interface With Clients / Vendors / Community:

- Comfortable with regular and direct interaction with current / prospective clients, vendors and the community
- Ability to act with a level of professionalism that represents The Chatol well
- Ability to interact well with a variety of personalities
- Ability to face challenging situations with grace
- Bring a positive attitude to all interactions

Coordinate Venue Staffing:

- Prepare job descriptions, interview and hire all W-2 / 1099 employees;
- Coordinate schedules for all W-2 / 1099 employees to ensure that events are fully staffed and ready per client contract specifications
- Coordinate in-house staffing for all events, including event set-up & flip, housekeeping & room preparations for guests

- Schedule and oversee all mansion landscaping & facility maintenance
- Plan & implement health and safety procedures to protect staff and guests

Coordinate Key Vendors: Coordinate and confirm critical details of upcoming events with key vendors, including weekly coordination of all vendor contracts, staffing, event rentals and supplies.

Update / Create Systems & Processes: Lead the creation, organization and maintenance of systems and processes to further improve the event day experience.

Office Management: Order and ensure all supplies are on hand to be prepared for events.

Special Projects: Special projects and other responsibilities, as assigned

THE IDEAL CANDIDATE

The ideal candidate for this position has

- Excellent communication and writing skills
- Great organization skills and attention to detail
- Strong project and time management skills and experience
- Ability to take initiative and work independently
- Positive attitude and naturally works well with others
- Ability to build and maintain relationships
- Ability to work collaboratively with all individuals on the team, including mansion staff, outside vendors and owners
- Handles stressful situations without becoming overwhelmed

The candidate must operate well in environments where they are required to take direction and also excel when it's necessary to be a leader. We value servant leadership, and the ideal candidate will bring both skill and heart to the team.

JOB REQUIREMENTS:

- Flexible office hours, 20 hours per week (remote possible) with the ability to routinely work onsite on evenings and weekends for Tours and Open House events.
- Bachelor's degree in Hospitality or minimum 2 years similar work experience preferred
- Confident in the use of computers, texting and email communications.
- Knowledge of Dubsado or other CRM is a significant plus!
- Ability to confidently interact with clients, serve them well and be a good listener.
- Experience with sales and marketing preferred.
- Valid drivers license and reliable vehicle.
- The ability to lift 50 pounds, ability to climb a ladder, move freely and quickly. Reasonable accommodations may be made to essential functions to enable individuals with disabilities to perform duties.

Opportunities available for additional compensation available by working events

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