

First Unitarian Universalist Society of San Francisco

Job Description : Reservations Manager

Do you love helping to plan special events from the concept down to every tablecloth and flower? Do you also know that making sure all billing and reservation details are entered accurately are a critical part of customer service? Are you committed to treating every client and colleague fairly and with a smile? You may have a degree in event management, marketing, communications, business, or sociology or you may have lived experience that cannot be earned through formal education. If you enjoy working alone but relish the greater impact and meaning of teamwork, manage your time well and appreciate the challenge of learning new systems, this may be the opportunity for you.

Job Summary

The Reservations Manager oversees the utilization of space for congregational use and by marketing to outside groups, being the single point of contact for contractual agreements and scheduling. A key feature of your work will be communicating our Society principles and values to our clients and reinforcing those commitments with fair rates and support. You will work closely with other staff who handle Society member reservations, a complementary use of our space.

Facilities Description

The First Unitarian Universalist Church is a beautiful historic, landmark building, located in the Cathedral Hill neighborhood of San Francisco. The Sanctuary was built in 1889 of rough-hewn granite and the Church Center was constructed in 1968 with administrative offices, meeting rooms, classrooms, and a chapel. Over the years the congregation has supported building renovations for seismic safety and accessibility. We are currently in the midst of implementing \$1.8 million in renewal and improvement projects with funds raised from the congregation.

Value

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Staff at the First U U Society are committed to the principles of dignity, justice, equity, and acceptance. Respectful relationships, behavior of highest integrity and open communications will be critical to the success of the Rentals Manager.

Essential Functions

- Promote to, and correspond with potential external groups to discuss space usage requirements.
- Schedule the use of the facility, including bookings for congregational events and external renters.
- Coordinate with other staff to ensure accurate and thorough documentation of rental contract and reservation needs.
- Track room bookings and invoicing in reservations software (EMS) and in online calendar maintaining an up-to-date and accurate data base.
- Arrange for furniture and equipment set-up to the specifications of each renter.
- Review rentals pricing compared to similar venues to ensure rental rates are competitive in the market.

Core Competencies

Ethics and Values: Honors core values of the Society

Initiative: Is reliable, acts with autonomy and takes a leadership role

Management: Establishes good working relationship with other staff members

Financial Competency: Is able to calculate rental fees based on policy guidelines

Technical Expertise: Aptitude with operating audio-visual and kitchen equipment, computer skills, including reservations software and online calendaring tools

Time Management: Responds to queries promptly, uses time effectively

Work Schedule Flexibility: Position requires working some evenings and weekends

Communication Skills: Aptitude for clearly providing information about building layout and safety to all renters

**Position
Characteristics**

Reports To: Director of
Operations

Classification: Exempt position, part-time (20-30
hours/week)

Applicants: Please send resume and cover letter to hr@uustf.org