

**Experience Coordinator**  
**Mount Sequoyah Center, Inc.**

Job Details

*Job Location:* Mount Sequoyah Center (150 N. Skyline Dr., Fayetteville, AR 72701)

*Position Type:* Full-time Salaried position including benefits; salary based on experience

*Salary Range:* \$35,000 - \$40,000

*Job Shift:* Tuesday – Saturday standard work week (must be able to stay until 5 pm), specific hours may vary

*Travel Percentage:* Minimal – majority of work completed on site

*Job Category:* Hospitality/Programs/Development

Position Overview

*About Us:* Mount Sequoyah Center is a welcoming place to celebrate and connect with people, land, and spirit. We are a local community and event center, host 50+ resident artists, and offer recreation, camp, and culinary programs for all ages.

*Position Overview:* The position of **Experience Coordinator** will be responsible for creating memorable experiences & cultivating community for visitors, guests, patrons, and volunteers at Mount Sequoyah Center. They are primarily responsible for the onsite execution of communication and logistics pertaining to guest services, volunteer and donor stewardship, and summer recreation programming. They will work as a liaison across departments, coordinating a variety of administrative tasks necessary for the effective facilitation of campus workflow and the Programs/Bookings calendar. The best candidate will have a genuine interest in anticipating and serving the needs of others—a warm demeanor and desire to collaborate is key.

Principal Responsibilities (Essential Functions):

- Coordinate, execute, and evaluate a large variety of events and rentals at Mount Sequoyah Center. Manage and upkeep spaces, AV equipment, and event inventory for the campus in conjunction with facilities and housekeeping
- Provide concierge, reception, and support services for our conference, meeting room, and lodging spaces including but not limited to property tours & walkthroughs, AV assistance, parking coordination, furniture set-up execution, and communication with food services
- Assist Executive Director in recruitment and stewardship of both volunteers and donors including but not limited to prospect research, gift processing, contract fulfillment, recognition, and coordinating volunteer work days
- Assist Director of Programs in implementation of summer recreation programs like the Camp & Swim programs including but not limited to parent communication, camper, swimmer, and pool member check-in, food services logistics, and program set-ups
- Maintain guest & outside group bookings calendars and contact information of guests, volunteers, donors, and rentals in CampBrain (Program Booking Software), Network for Good (Donor, Email & Event Software), and shared cloud drives

- Perform duties as assigned that contribute to the marketing, promotion, and development of Mount Sequoyah Center in the community at large
- Execute documents and reports in a timely fashion to keep all departments updated on space and group usage
- Maintain collaborative and professional working relationships with teammates, fellow staff members from other departments, vendors, patrons, clients, and tenants of leased spaces including timely, effective communication
- Participate in team strategy development, goalsetting, and budgeting
- Represent Mount Sequoyah Center at both on and off-site events, as requested
- Perform related duties as assigned by supervisor for which the employee is qualified and physically able to perform with reasonable accommodations
- Maintain compliance with all company policies and procedures, summon appropriate assistance in case of emergency, and notify concerned parties

### Qualifications

#### *Minimum Qualifications:*

The work environment as well as the intellectual, social, and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### *Experience, Training, Traits:*

- Must have excellent written and verbal communication skills; comfortable speaking to large groups of people; bilingual language skills in Spanish a plus
- Must be detail oriented, including the ability to process numbers and financial data accurately
- Must be available to work flexible hours including days, nights, and weekends as needed to meet the needs of the event schedule
- Must be able to work under pressure and meet deadlines while handling multiple projects simultaneously, and while maintaining a positive attitude and providing exemplary customer service
- Interest in and ability to build relationships with internal and external stakeholders, including funders, sponsors, and donors; specific customer service or hospitality experience a plus
- Ability to handle challenging situations and people with grace, tact, and quick thinking
- Ability to work independently as well as with others to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Must maintain professional standards and reputation when interacting with the public outside of the workplace and outside of working hours as a representative of the organization in the community

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Experience with relationship management software or database management a plus
- Ability to handle personal and sensitive information confidentially
- Comfortable with embracing and learning new technologies and digital tools such as databases, social networking, cloud drives, AV & sound systems, etc.
- An on-going desire to learn and improve

*Education/Work Experience:*

- Bachelor's Degree (Hospitality, Recreation, Communications, Marketing a plus), OR
- 5+ years professional experience in a hospitality, event planning, or customer service role

*Physical:*

- Must be able to lift and carry up to 50 lbs.
- Must be able to talk, listen, and speak clearly on telephone
- Must be able to work at a computer
- Must be able to endure sitting, standing, or walking for extended periods of time
- Must be able to endure outdoor elements including cold, heat, wind, and/or precipitation

To apply (or for questions), please submit a RESUME and COVER LETTER to Emily Gentry at [emily.gentry@mountsequoyah.org](mailto:emily.gentry@mountsequoyah.org).