

POSITION AVAILABLE:
Group Tours Coordinator/Guest Services Associate

Hildene, The Lincoln Family Home in Manchester, VT seeks a versatile person to join our guest services team to support daily operations as well as coordinate group tours. This is a full time, year-round position.

The Group Tours Coordinator facilitates all aspects of group tours; from promotion and sales through onsite arrival/departure and ensures the highest quality guest experience. These responsibilities make up 50% of the position. Remaining hours will be spent working with the guest services team in a variety of capacities. The division of duties will shift based on seasonal requirements and attendance.

Essential Job Functions:

- Responds to all group tour vendor and guided tour inquiries
 - General information
 - Reservation contracts/confirmations
 - Onsite catering availability/menus
 - Value added programs including Archives Tours, Cheese Tastings, etc.
- Maintains digital calendar and all inter-departmental communications regarding group & guided tour reservations
 - Conference space reservations for onsite activities/meals
 - Transportation
 - Group tour itineraries
- Provide day-of-visit coordination
 - Welcome and directional assistance
 - Special assistance transportation
 - Conference space set-up/break down
- Works with creative and marketing director to develop brochures, group tour promotional packages and marketing strategies for use with group tour operators and independent group tour leaders
- Represents Hildene at travel shows and group tour sales events.
- Works as part of the guest services team; responsibilities may include interpretive duties, customer service, and retail support.
- Brand Ambassador
- Other duties as assigned

Qualifications:

- Educational background in hospitality, tourism, non-profit management, or related field (Bachelor's degree preferred)
- 3-5 years of relevant experience in group sales, customer relations, or tourism & hospitality. Experience at a historical, cultural heritage site or non-profit organization beneficial.
- A positive, visitor-centric attitude with dedication to outstanding customer service.

· This public facing role requires a calm, steady demeanor, and the ability to treat all guests with respect, dignity, and kindness without regard to race, gender/sex, ability, age, religion, or country of origin.

- Excellent verbal and written communications skills.
- The ability to develop and foster strong interpersonal relationships with existing as well as new client vendors and groups.
- A strong team player, with an ability to work comfortably with management, staff, volunteers, and industry colleagues.
- Demonstrated organizational skills with attention to detail.
- Available to work weekends, holidays, and evenings as required.
- Valid Driver's License

To Apply: Please submit a detailed cover letter and current resume to meghan@hildene.org

Hildene, The Lincoln Family Home is an Equal Opportunity Employer and welcomes candidates for employment who will contribute to our diversity.

