



# nature forward

Connecting people and nature in the Capital Region

**Job Title:** Site Manager

**Department:** Rental Events

**Supervisor:** Director of Rental Events

**FLSA Status:** non-exempt

## Position Summary

The Site Manager position at Nature Forward's Woodend Sanctuary & Mansion is a key role for evening and weekend events. Under the guidance of the Director of Rental Events, the Site Manager is solely responsible for opening, monitoring, and closing the venue during events. They serve as the on-site venue expert, ensuring smooth operations and high-quality standards for all event spaces, including the building and grounds. The ideal candidate is responsible, punctual, service-oriented, hands-on, well-spoken, and with positive "can-do" attitude.

## Essential Duties and Responsibilities

### Venue Rules and Guidelines

- Monitor vendor set-up, break down, and clean-up at each event, and ensure adherence to all the rules and guidelines set for vendors and renters
- Document event areas with pictures for proof of compliance and text them to the supervisor
- Report vendor, renter, and guest incidents in detail, and immediately inform supervisor
- Proactively ensure that the venue (mansion and grounds) remains in the original condition found at the beginning of the event

### Problem-solving during events

- Handle unexpected situations and emergencies the venue may face during an event, and engage the Rentals Director as needed, to ensure each situation is resolved within the event hours, or remediation is put in place
- Reset a tripped electrical circuit, temporarily fix a door handle, and occasionally change a light bulb, can be part of unforeseen circumstances during working hours
- Responsible for opening and closing tent panels and clear paths around the mansion and grove using a lightweight leaf blower before each event; monitor cleanliness and restock all restrooms

### Renter, Guest, and Vendor Relations

- Interact with renters, guests, and vendors in a friendly and professional manner
- Politely inform visitors of private event areas such the mansion, tent, surrounding lawns, and grove, and offer suggestions of areas open to visitors such as trails and Nature Play Space
- Provide timely responses to vendors and client inquiries at each event

### Communication with Supervisor

- Using phone, email, and text, communicate with the supervisor and respond to questions and requests within 24 hours; text photos of all event areas

### Attention to Detail

- Ability to follow venue standards pre and post events; observe and identify potential issues in the venue and proactively address them; report issues in writing to supervisor

### Collaboration

- Works collaboratively with other Woodend Site Managers to promote seamless, smooth transition of events held on the same day or weekend
- Ensure all event areas are left organized and neat to allow the cleaning company to clean the venue
- Perform other duties related to Site Management as assigned

### **Qualifications and Requirements**

- Hands-on attitude: ability to tackle venue-related issues that may come up during events while keeping composure
- Punctuality and outstanding customer service are essential to this job
- Ability to work evenings, weekends, and holidays (Sundays prior to Memorial Day and Labor Day)
- Proficient use of the English language is a must
- Experience in hospitality and events or related field preferred but not required
- Knowledge of Nature Forward mission and goals
- A can-do attitude is essential to this position
- Must be at least 21 years of age

### **Physical Requirements**

- Ability to climb stairs or ladder during events as needed
- Ability to communicate with supervisor during events via text messages or phone calls
- Ability to troubleshoot unforeseen venue matters – training provided
- Ability to lift weight of up to 20 lbs.

The Site Manager position at Woodend Sanctuary & Mansion involves intermittent seasonal work, primarily scheduled between April and November, including summer months. Woodend is closed between Christmas and New Year's, so no private events occur during these times. There is no guarantee of a set number of hours. Site Managers are assigned to approximately 20 events annually, which are restricted to late afternoons, evenings, and weekends, including Sundays before holidays like Memorial Day and Labor Day. Woodend Sanctuary is located in Chevy Chase, MD, about 9 miles from downtown DC. The hourly pay for this role is \$18 - \$21 per hour.

### **How to Apply**

Please email cover letter, resume, and two references to Beatriz Engel, Director of Rental Events at [beatriz.engel@natureforward.org](mailto:beatriz.engel@natureforward.org), using the subject line "Site Manager Position – [Your Full Name]". Interviews and the hiring process will continue until the positions are filled. Employment is contingent upon successful FBI and state background check. Nature Forward is an equal opportunity employer.