



Tour Coordinator

The Tour Coordinator will be responsible for scheduling all tours at the farm, community garden, and office. The Tour coordinator will develop a plan that contains strategies to successfully bring more visitor to the organization. This person will work in collaboration with the Community Outreach Coordinator and the Farm Manager to coordinate tours and other visit from college or school.

- Handle telephone, voicemail, written, and e-mail inquiries for information regarding group visits. Inform customers of all pertinent Group Visit policies and send out Group Visit collateral and NR brochures as appropriate
- Coordinate with volunteer coordinator about volunteer groups and coordinate activities for the group with the farm manager and volunteer coordinator
- Conduct post-visit calls to track successes and identify problems so that relationships are maintained, and system improvements are made
- Maintain Group Tour schedule in an accurate and timely fashion. Send confirmation and reminders
- Maintain previous tour list for mailings
- Build relationships with groups through service and follow up communication that results in return group visits
- Schedule all volunteer activity, including docent tours. Assure volunteer activities are aligned with the mission and vision Nuestras Raíces Promote activities and achievements of the organization
- Work with Marketing and Public Relations and professional associations to publicize tours and educational presentation
- Maintain accurate records and provide timely statistical and activity reports on tour participants such as city, school, college, language, etc. Enter group tour data into Excel or other data programs
- Other duties may be assigned as appropriate

Qualifications:

- To be successful, an individual must be able to perform each job duty satisfactorily.
 - Demonstrated capability to conduct one's self in a calm and professional manner when dealing with the public and/or with difficult situations
 - Demonstrated capability to effectively communicate orally and in writing
 - Ability to work well with a diverse group of staff and volunteers
 - Willingness to adjust hours to accommodate the needs of the job
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- Ability to effectively manage a wide array of tasks, projects, and responsibilities

Education and Experience:

- Possess a High School Diploma Equivalent
- Have job-related experience, such as working in a non-profit organization, managing volunteer programs, leading teams and/or organizations
- Knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers

Skills:

- Proficient in basic computer applications, such as word processing, spreadsheets, and internet usage
- Record keeping skills
- Organization and planning skills

Time Commitments:

01-15 hours per week. Hours are generally Monday through Friday, between 9am and 5pm
Must be available for special events and trainings (some weekends)
Must attend meetings with other NR staff members
