



**Norman Bird Sanctuary  
Job Description for Farmhouse and Rental Manager  
and  
Request for Proposals and Qualifications**

**About Us**

The Norman Bird Sanctuary in Middletown, Rhode Island welcomes thousands of visitors each year to our 300-acre campus, the largest contiguous open space on Aquidneck Island. Visitors explore the seven miles of trails and participate in staff-led walks. Environmental education programs for Pre-school and K-12 students, on-site field trips, programs and events for adults, children, and families, and an award-winning children's summer camp program are provided for the community.

With a team-oriented staff, highly engaged Board of Directors, and a budget of more than \$1 million, Norman Bird Sanctuary works to fulfill the mission of Mabel Norman Cerio, who founded the sanctuary in 1949. Our mission is to protect and maintain the diverse habitats under our stewardship, while providing opportunities for all people to learn from and enjoy the campus.

Since 1949, the property has expanded to include thriving wildlife habitats of grasslands, forests, rocky ridges, salt marsh, and shorelines. Norman Bird Sanctuary is a sanctuary for migratory and native wildlife. Our facilities include the artist's studio of Mabel Norman Cerio, educational classrooms, a historic barn with exhibits, Visitor's Center, the Coastal Education Center, Barn Owl Gift Shop, and the Paradise Farmhouse.

**About the Position**

Norman Bird Sanctuary seeks to hire a new staff member and/or retain a hospitality/property management firm to manage all campus rental properties including a 6 bedroom historic Farmhouse and various buildings for small meetings, dinners, and weddings. Such an individual or firm would be responsible for the management, marketing, and cleaning of all rental facilities on the campus.

**About Paradise Farmhouse and Campus Rental Properties**

*The Paradise Farmhouse*

The renovated 18th century Paradise Farmhouse is the perfect place to bring people together in a unique and private setting. It is ideal for family vacations, wedding parties and company outings, as well as retreats for birders, artists, scientists, writers, educators, health & wellness professionals, and non-profit board and staff. A 6,000 square foot structure, Paradise Farmhouse provides overnight

accommodations for up to 16 people with 6 bedrooms and 7.5 bathrooms. Indoor dining for up to 20 people is available with a fully equipped kitchen and outdoor patio with seating for 8.

### *Mabel's Studio, Lawn and Garden*

The Studio has a vaulted ceiling, rustic wide plank floors and unbeatable views overlooking stone walls, fields, and ocean. For up to 38 guests, it offers a special and private setting for a small rehearsal dinner, intimate weddings, social gatherings or company meetings. A farm table provides seating for up to 12. Mabel's Lawn is adjacent to the Studio and it provides the perfect spot for a tented event for 125 guests or less. Mabel's Garden is an intimate gathering place surrounded by historic stone walls, garden gates, flower beds, and a breathtaking view ideal for photographs.

### *Other Campus Buildings*

Norman Bird Sanctuary occasionally rents other campus buildings such as our historic Barn, education classrooms, and our Third Beach Education Center.

## **Responsibilities**

- Oversee the management of Paradise Farmhouse and all rental spaces on the campus
- Manage all listing platforms (VRBO/Airbnb/TripAdvisor) for the Farmhouse
- Manage other rentals (meetings, weddings, gatherings)
- Manage the rental calendar and coordinate with staff
- Answer all rental inquiries promptly (within 24 hours including nights/weekends)
- Manage bookings (contracts/payments/deposits) and adjust seasonal pricing
- Communicate with guests before, during, and after arrival
- Coordinate in-person check-in and check-out and being on-call while guests are in the Farmhouse (rented year-round, but the busiest season is between April and November as well as holidays)
- Provide tours and orientation of property
- Ensure that Sanctuary rules are communicated and followed
- Manage guest feedback and reviews
- Manage damage to property and return of security deposits
- Respond to questions, problems, or emergencies
- For weddings and large events, coordinate with tent companies, electrician, and vendors to accept delivery and pick-up of rental items, and review and approve non-preferred vendors
- Order and restock supplies
- Manage and oversee cleaning companies and laundry companies to restore the Farmhouse and other rental properties to pristine condition following guest departure and/or conclusion of an event
- Oversee custodial services of all buildings of the Norman Bird Sanctuary including both rental spaces and offices on a regular basis
- Oversee off-season repairs and maintenance
- Coordinate property issues in an emergency or if work needs to be done in the Farmhouse while occupied with guests. Includes work on nights and weekends.
- Coordinate with marketing staff to assist in the promotion of the Farmhouse and site rentals
- Ensure all rentals meet local (Town of Middletown), state and federal safety and licensure requirements.

- Assist in supporting the Board of Directors' Site Rentals Committee
- Assist in formulating and managing the budget for rental income and expenses in coordination with the Executive Director and the Director of Finance and Administration

### **Skills and Experience of Individuals or Firms**

- At least three years of experience in hospitality industry or property management as an innkeeper, hotel management, or related field.
- At least two years of prior experience in required fields with direct knowledge of customer service or marketing.
- Strong organizational, time management, supervisory, team-building, interpersonal, and communication skills.
- Ability to work collaboratively toward a shared vision with department directors and staff.
- Independent and self-directed with supportive approach to all aspects of a non-profit.

### **Position Details, Compensation, and Benefits**

The Norman Bird Sanctuary is an equal opportunity employer and encourages applicants of all genders, race, ethnicity, sexual orientation, and persons with disabilities to apply. Salary is commensurate with experience.

**We are accepting applications from individuals and firms and may retain a combination of both to manage the properties. For individuals we are interested in either full-time or part-time applicants.** The hours of the part-time position will depend on property bookings and the position is at-will, hourly pay, and without benefits. A full-time hire would be an exempt position at-will, salaried with benefits and includes 40 hours per week and will include a combination of weekday and weekend hours depending on bookings.

In addition to competitive pay, Norman Bird Sanctuary offers the opportunity to be part of a dedicated team committed to protecting and stewarding the property in our care for future generations. The Norman Bird Sanctuary values and strives for a team-oriented, collegial culture based on mutual respect and commitment to the highest professional standards.

### **To Apply**

For individuals interested in full-time or part-time employment, e-mail a letter of interest, résumé, and at least two references to: [msullivancarr@normanbirdsantuary.org](mailto:msullivancarr@normanbirdsantuary.org)

For hospitality/property management firms and consultants, e-mail a letter of interest and a complete proposal of services offered with detailed pricing, letter of qualifications or résumé, and at least two references to: [msullivancarr@normanbirdsantuary.org](mailto:msullivancarr@normanbirdsantuary.org)

Application review will begin immediately. Candidates chosen for interviews will be contacted. No phone calls please.

**Deadline to apply: April 15, 2021.** Open until filled.