

Yew Dell Botanical Gardens Job Description

Position Title: Guest Services and Rental Manager
Reports to: Director of Finance and Operations
Classification: Full Time, Exempt

Date: March 2026

Position Description: The Guest Services and Rental Manager, under the direction of the Director of Finance and Operations is responsible for managing facility rentals and guest services at Yew Dell Botanical Gardens. The Guest Services and Rental Manager will schedule and coordinate with event staff to manage external rentals and Yew Dell programs and events while coordinating across departments. The Guest Services and Rental Manager is part of a team providing an outstanding experience to our guests.

Responsibilities:

- Manage and schedule the Rental Event Coordinators and the Event Staff team
- Oversee rental contracts and summaries including financial and budget information and provide to the Director of Finance and Operations
- Manage external facility rentals and guest service events
- Coordinate with the Chef and Food Service Manager for internal and external events
- Coordinate with the Event & Program Manager for Yew Dell and program events
- Coordinate with the Visitor Center Manager for guest services and rentals
- Coordinate across departments to provide exceptional guest services
- Manage and coordinate interior seasonal décor for Yew Dell programs and events
- Provide occasional workshops
- Work with and give guidance to volunteers
- Be present during rental set up, rentals and guest service events when needed and at Yew Dell events when appropriate
- Make recommendations to increase customer satisfaction and event improvements while maintaining Yew Dell's policies
- Ensure that all event policies are followed
- Other duties as assigned

Qualifications/Requirements:

- Associates Degree or equivalent work experience in the hospitality industry
- Self-motivated
- Ability to lift 50 pounds and the willingness to “roll up sleeves” to get the job done
- Exceptional guest relations and customer service skills
- Ability to work in an organized and efficient manner
- Ability to work in a team environment
- Detail oriented with commitment to accuracy
- Excellent computer skills including Microsoft Office products including Word and Excel
- Commitment to furthering the goals of Yew Dell Botanical Gardens through creative and energetic support of the institution
- Excellent communication skills
- A positive attitude with staff, volunteers and visitors
- Must be willing to work non-standard hours including weekend and evening hours

To apply send your resume to:

Yew Dell Botanical Gardens
6220 Old LaGrange Road
Crestwood, KY 40014

Or email to: jobs@yewdellgardens.org



YEW DELL BOTANICAL GARDENS™