



Job Description: Rental Administrator

Location: Riverside Arts Center (Ypsilanti, MI)

Reports To: Communications Manager

Compensation: \$18/hour

Employment Type: Part-time (20–25 hours per week; flexible schedule aligned with renter events; on-site work required)

Job Summary

Riverside Arts Center seeks a dedicated **Rental Administrator** to oversee all aspects of facility rentals and ensure an excellent experience for our renters. In this part-time role, you will be responsible for communicating with renters, scheduling and coordinating rentals, conducting facility tours, handling invoicing, and providing on-site support during events. This position is key to maximizing the use of our studios, performance spaces, galleries, and other venues for arts-related events, classes, and workshops. The Rental Administrator will work approximately 20–25 hours per week on a flexible schedule that aligns with rental activities, including evenings and weekends. This is an exciting opportunity to engage with a vibrant arts community and help facilitate smooth, successful events at our center.

Human-Centered Practices

Riverside Arts Center is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, genetic information, disability, or any other legally protected status. We are committed to creating a diverse and inclusive workplace that welcomes and values individuals from all backgrounds and walks of life.

We actively encourage candidates from marginalized communities to apply, as we believe that diversity of thought, perspective, and experience is essential to our success. Your unique talents and perspectives will be embraced and celebrated here, and we look forward to considering your application.

Key Responsibilities

- **Renter Communication:** Serve as the primary point of contact for all rental inquiries and communications with prospective and current renters. Provide



timely, detailed information about space availability, pricing, and rental policies.

- **Rental Coordination:** Coordinate the full rental process from start to finish. This includes scheduling and booking spaces, preparing rental agreements/contracts, and managing invoicing and payment processing. Confirm renter needs in advance (tables, chairs, AV equipment, etc.) and ensure requested items are made available by RAC staff or volunteers prior to the event.
- **Facility Tours:** Conduct informative tours of our facilities for prospective renters. Showcase available spaces and amenities, answer questions, and help potential clients understand how our venue can meet their needs.
- **On-Site Support:** Be present on-site during rental events to welcome renters (evening and weekend hours required), answer questions, and ensure the space has been prepared according to the renter's documented needs. Monitor for basic issues or concerns and act as a liaison between renters and staff. The Rental Administrator makes sure that requested tables, chairs, AV equipment, etc., are available for the renter. The Rental Administrator does not provide setup/teardown assistance and is not responsible for managing renter-run activities during the event.
- **Reporting:** Maintain organized records of rental agreements, schedules, and payments. Provide basic reports on rental activity, space usage, and rental income to the Communications Manager or other leadership as needed. (Note: This role involves general record-keeping and reporting of rental data, not budget forecasting or financial analysis.)

Qualifications

- **Education & Experience:** Associate's degree or equivalent work experience preferred. Previous experience in event coordination, venue management, hospitality, customer service, or a related field is preferred (but not required).
- **Communication Skills:** Excellent written and verbal communication skills. A friendly, professional demeanor and strong customer service orientation are required for working effectively with renters and colleagues.



- **Organizational Skills:** Strong organizational and time-management skills with the ability to handle multiple bookings and tasks simultaneously. Attention to detail is essential for managing schedules, contracts, and invoices.
- **Technical Skills:** Competence with basic office software (e.g., email, spreadsheets, word processing) and an ability to learn and use scheduling or payment systems (such as online booking platforms or invoicing tools).
- **Flexibility:** Willingness to work flexible hours, including evenings and weekends, to accommodate renters' schedules and event times. Must be reliable and able to adjust to changes in event timings or renter needs as they arise.

Preferred Qualifications

- Experience working in a nonprofit or arts organization, especially in an administrative or event coordination role.
- Familiarity with basic audiovisual (AV) equipment and event setups (e.g., sound systems, projectors), to confidently assist or coordinate appropriate support if technical issues arise during rentals.
- Proficiency with office and event management software, such as Google Workspace (Google Calendar, Gmail, Drive), Microsoft Office, and applications like Square, QuickBooks Online, Amilia, or similar event scheduling/payment platforms.
- An interest in the arts and community engagement, and an understanding of how creative events and classes operate, which can help in anticipating renter needs and providing excellent service.

Disclaimers

This job description is intended to outline the primary duties and requirements of the **Rental Administrator** position and is not an exhaustive list of all responsibilities or qualifications. Additional tasks, duties, or shifts may be assigned as needed based on organizational needs or at the discretion of Riverside Arts Center management. The organization reserves the right to modify this job description or the position's scope to meet evolving needs.



How to Apply

To apply for this position, please send us your resume along with a short, informal cover letter. We don't need a long essay - just a few paragraphs that express your interest in the role and why you'd be a great fit at RAC. This is also an opportunity to showcase your writing style.

Submit your application materials to Grey Rose Grant at grey@riversidearts.org by May 19 at 11:59PM.