



# Belize Foundation for Research & Environmental Education

**Position: Office and Hospitality Coordinator**

**Time Commitment: Full-time, Monday through Friday, some weekends required**

**Starting Date: October 10, 2022**

The Belize Foundation for Research & Environmental Education (BFREE) strives to successfully integrate scientific research, environmental education, conservation, and create sustainable development opportunities for alternative livelihoods for Belizeans. BFREE was founded in 1995 with a mission “to conserve the biodiversity and cultural heritage of Belize.”

## **SUMMARY OF THE ROLE**

The BFREE Office and Hospitality Coordinator will provide administrative and operational support to BFREE by utilizing strong multitasking and communication skills to ensure that all administrative and hospitality-related matters are handled promptly and professionally. The Office and Hospitality Coordinator should exercise discretion and diplomacy at all times and be a self-starting individual who desires to learn new tasks and expand their abilities. This position reports to the BFREE Deputy Director and is based at the BFREE Field Station and Privately Protected Area.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

### **Office Management**

- Ensure efficient and professional operation of the office, including cleanliness and organization
- Answer and respond appropriately to phone calls and emails
- Maintain office equipment and supply inventory
- Assist in compilation of all items needed for annual BTB licensing

### **Staff Support**

- Verify timecards are completed by staff daily
- Support completion of biweekly payroll and social security for all staff
- Provide reimbursements to staff for licenses and other expenses as appropriate

### **Finances**

- Work with US for BFREE Bookkeeper to organize and submit receipts financial documentation, manage payments, invoices, receipts, and financial records related to visitation
- Oversee petty cash and Cool Spot income

### **Reservations**

- Oversee reservation inquiries, provide information for booking at BFREE, and complete booking agreements/contracts from both parties as needed
- Ensure visitors receive visitor guides and complete all required forms
- Maintain accurate reservations and lodging calendar
- Arrange in-country transportation and external accommodations as needed
- Meet with the BFREE Chef and Head of Housekeeping to share necessary information, including allergies, dietary requirements, and rooming logistics.
- Inform BFREE Operations Coordinator of any concerns related to guests forms or itinerary

## **Guest Relations**

- Act as the primary point of contact, greeting all guests as they arrive at BFREE and addressing any needs, concerns, or complaints of visitors during their stay.
- Provide guests with orientation and a tour of the facilities and grounds
- Ensure guest activities and itineraries are being completed accurately
- Send farewell emails to guests after departure, including guest evaluation forms
- Complete Belize Tourism Board forms to document visitation

## **QUALIFICATIONS**

### **Education and Experience**

- A minimum of an associate's degree in business administration, tourism management, or related field is required
- Minimum four years of administrative experience in an office environment.
- At least one year of reservation experience is preferred.

### **Skills and Abilities**

- Exemplary communication skills, both oral and written.
- Ability to work independently, multi-task, prioritize, and manage time effectively
- Must be committed to BFREE's mission and conservation initiatives and be able to clearly and passionately describe them to others
- Skilled in public speaking and comfortable talking in front of both small and large groups of diverse audiences.
- Utilizes a flexible approach to managing competing priorities and stays focused and organized in a unique work environment.
- Advanced level proficiency in Google, MS Office, and Dropbox

## **DETAILS**

This is a full time position. Applicants must be willing to work long schedules that include multiple weekends in a month during the busy tourist season (January - July). During the slow season (August - December) the position will be conducted remotely.

## **COVID-19**

All BFREE staff are required to be fully vaccinated and boosted against COVID-19.

## **SALARY and BENEFITS**

Competitive salary based on work experience. Payroll is processed bi-weekly. Work days are Monday through Friday with some weekends required. The position is based at the BFREE Field station from January through July where room and board are included on work days. During the off-season, this position may work from home. Staff receive two weeks of paid vacation after completing one full year.

## **APPLY**

Please submit applications to Heather Barrett at [jobs@bfreebz.org](mailto:jobs@bfreebz.org) by September 29, 2022. Applications are to include a cover letter, resume, and two references. Only complete applications will be considered.