

Position Title: Programs Manager
Department: Programs
Reports to: Director of Programs
Category: Exempt
Status: Regular full-time, benefit-eligible

Taliesin Preservation, Inc. (TPI) is a Wisconsin 501(c)(3) founded in 1990. As stewards, TPI's dual mission is to preserve the cultural, built, and natural environments that comprise the Taliesin property in Spring Green, Wisconsin, and to conduct public educational and cultural programming that provides a greater understanding of Frank Lloyd Wright's architecture and ideas. To learn more about our work, please visit www.taliesinpreservation.org.

Position Summary:

The Programs Manager is responsible for managing programs and events within the organization and ensuring a professional, positive and exceptional experience.

Essential Functions:

- The Programs Manager will focus on managing, enhancing, and growing programmatic experiences at Taliesin through group tours, arts and education programs, and events;
- Provide direct supervision to Programs and events staff;
- Solicit and monitor leads for group sales and maintain a database tracking leads, inquiries, and lost sales;
- Manage and process all phases of group contracts; reservations, calendar updates, secure deposits, and payments.
- Conduct event follow up, coordinate hospitality arrangements, and provide notification to involved staff;
- Manages and oversees the online ticketing system and works with all departments ensuring efficiency and accuracy;
- Prepare and present creative, timely, and effective proposals for interested groups or parties;
- Develop targeted outreach events and programs, make personal appearances to sell group tours;
- Assist the Director of Programs in research to identify organizational goals, future growth opportunities, and new forms of engagement for diverse audiences;
- With Programs and Operations team, schedule and conduct site visits for potential group tours, experiences, retreats, and events;
- Establish and maintain relationships with travel trade accounts, airlines, and partners, with a focus on tour wholesalers, tour operators, event planners and attend targeted trade shows, to maximize group and programmatic sales opportunities;
- Establish strong communication and effective protocols, and work as a team player with all departments to ensure an outstanding hospitality experience;
- Meet or exceed goals for new and returning contracts, including working with the communications department to develop a marketing plan;
- Oversees hospitality needs for programs and events with other departments;
- Assists the Director of Programs and TPI's development team with grant research, writing, and reporting needs;

- Implement TPI human resources policies, procedures, and practices;
- Assists in program evaluation goals and processes.
- Other duties as assigned.

Minimum Qualifications:

- Undergraduate degree or an equivalent combination of education and experience;
- Minimum of three (3) years customer service experience;
- Minimum of three (3) years supervisory experience;
- Computer proficiency at an intermediate level including word processing, database management, spreadsheet creation and management, and report production;
- Demonstrated interpersonal skills, including the ability to collaborate with peers and staff and professionally interact with a diverse range of constituents, including staff, volunteers, Board members, donors, community leaders, media, vendors, program participants, and the general public;
- Demonstrated initiative, sound judgment, and the ability to maintain confidentiality;
- Strong organizational, time management, and problem-solving skills with the ability to prioritize projects and tasks.
- Excellent oral and written communication skills;
- Ability to analyze available information for the purpose of coordinating efforts, planning, and implementing projects; and
- Ability to work a flexible schedule

Preferred Qualifications:

- 1+ years of sales experience;
- Experience in a non-profit environment;
- Knowledge of local tourism, destinations, accommodations, and regional resources.
- Knowledge of the life and work of Frank Lloyd Wright, Taliesin, and the mission of Taliesin Preservation;

Physical Demands and Employment Environment: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this job.

- **Physical Demands:** While performing the essential functions of this job, the employee is frequently required to stand; walk; sit; use hands to handle or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; and consistently talk or hear; and rarely taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work Environment:** While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Signature of Position Holder

Date

This description does not constitute a contract for employment with Taliesin Preservation, Inc., or any affiliate, either express or implied, and TPI reserves the right at any time to change, delete, or add to any of the provisions at its sole discretion. Furthermore, the provisions of this description are designed by TPI to serve as guidelines rather than absolute rules, and exceptions may be made from time to time on the basis of particular circumstances.