



Director of Experience

Historic Locust Grove – Louisville, KY

Full-Time | Salaried | Reports to: President & CEO

Position Summary

Historic Locust Grove seeks a strategic and dynamic Director of Experience to lead and grow our rentals, events, and on-site experiences. This role manages all aspects of rental event sales and execution—across both buildings and grounds—with a primary goal of maximizing revenue while preserving the historic integrity of the site.

The Director of Experience is a highly collaborative position working closely with each department of the organization. Evening and weekend availability is required based on event schedules. The Director of Experience serves as both a revenue-generator and brand ambassador, ensuring every event reflects the mission, hospitality, and values of Locust Grove.

All staff are cross-trained in various aspects of site operation, including tours, daily accounting, and site security, and may be asked to assist in areas beyond their immediate role when institutional needs require.

Key Responsibilities

Strategic Oversight & Sales

- Develop and execute a comprehensive rentals strategy that grows revenue from social, nonprofit, and corporate clients.
- Serve as the primary contact for all rental inquiries; provide tours, availability, and contract terms to potential clients.
- Collaborate with the President & CEO on annual revenue goals and report regularly on progress. Assist with the creation and maintenance of the rentals annual budget.
- Work with the Marketing Administrator and graphic designer to develop and update promotional materials, online listings, and brochures.
- Maintain a proactive pipeline of leads and follow-up communications.



Rental Coordination & Client Services

- Manage all stages of the rental process from inquiry through final payment and post-event follow-up.
- Ensure all renters, vendors, and guests are familiar with and compliant with site policies.
- Oversee execution of rental contracts, insurance certificates, and vendor approvals.
- Serve as day-of liaison as needed and collaborate with other staff or volunteers to support event execution when appropriate.

Site & Vendor Coordination

- Communicate all event details clearly with Facilities Manager and Caretaker, including setups, security needs, and special accommodations.
- Coordinate with caterers, florists, planners, and outside vendors to ensure seamless event logistics and compliance with site restrictions.
- Maintain organized records of all rental payments, deposits, and contracts; manage timely collection and return of deposits in collaboration with administrative staff.

Team Leadership & Cross-Training

- Train other staff and volunteers to handle rental inquiries and conduct site orientations in your absence.
- Uphold a team-wide culture of professionalism, flexibility, and mission-focused customer service.
- Step into site operations, including tours or guest services, on an as-needed basis.

Technical Capabilities Required

- Proficiency in computer and telephone systems
- Office administration and multitasking in a fast-paced environment
- Report, memo, invoice, and correspondence creation
- Inventory management and vendor communication
- Scheduling and calendar management for events and staff
- Itinerary generation
- Strong research skills to support promotional strategies and vendor evaluation
- Filing system creation and maintenance (electronic and physical)
- Call screening and routing for both internal and external contacts



Social Competencies Required

- Excellent communication skills (written and verbal)
- Strong collaboration and team-oriented mindset
- Superior organization and attention to detail
- Sound decision-making and judgment
- Effective time management under tight deadlines
- High emotional intelligence and interpersonal skills
- Ability to multitask while maintaining quality
- Professional demeanor, flexibility, and integrity in all interactions
- Exhibit hospitality and Locust Grove values

Minimum Qualifications

- Bachelor's degree or equivalent work experience required
- 3–5 years of experience in event management, rental coordination, or hospitality
- Demonstrated customer service experience, ideally in a nonprofit or cultural setting
- Familiarity with basic bookkeeping, budgeting, and point-of-sale systems
- Proficiency in Microsoft Office Suite, Adobe, and other platforms

Additional Requirements

- Be committed to fostering an environment of diversity, equity, and inclusion while upholding the values, goals, and strategic initiatives of Historic Locust Grove. Applicants are expected to be a positive addition to our internal culture of transparency, accountability, support, and innovation.
- Have an inquisitive mind and a passion for history. Creativity, collaboration, and experimentation are crucial to this position.
- Be well organized and detail-oriented
- Be well suited to working with the public, both in groups and one-on-one
- Be able to juggle projects with different timelines and deadlines, with consistent communication throughout. Project management experience is extremely helpful.
- Have excellent research skills, both in person and online
- Communicate in a timely manner and with complete transparency. We believe change is inevitable, roadblocks can stump progress, and people will make mistakes—but communication and accountability are required to reassess and redirect.
- Be willing to embrace and drive change with an open mind, a positive outlook, and the desire to learn



Compensation & Benefits

- Salary \$45,000 in the first year, bonus & annual pay raise eligible after first year's performance
- Paid vacation, sick, personal, and bereavement time, as well as paid holidays
- Medical, dental, vision, and life insurance available after 90 days, 401K options after first year.
- Opportunities for professional development
- Meaningful work in a collaborative and mission-driven environment