

HEARTLAND PRESBYTERIAN CENTER
POSITION DESCRIPTION

Title: Guest Services Director

Reports To: Executive Director

Purpose:

To assure the delivery of premier Christ-centered hospitality to retreat and event groups. The primary emphasis of this position is to encourage and receive guest group bookings and to manage the hospitality related personnel of Heartland Center.

Responsibilities:

1. Demonstrate and integrate a commitment to the mission of Heartland Center and work with all staff to provide the highest quality of Christ-centered hospitality.
2. Schedule and secure guest group contracts for retreat facilities and services, issue invoices, collect advance deposits, collect final payments, and manage necessary correspondence before and after a group's arrival.
3. Ensure that facilities are ready to receive guests prior to visit and are closed properly after guests depart.
4. Transport, set up, and arrange supplies and equipment including, but not limited to, tables, chairs, easels, mattresses, audio visual equipment, and housekeeping supplies.
5. Ensure that all guest groups are welcomed and that their hospitality needs are provided while staying at Heartland Center.
6. Maintain and grow existing customer relationships.
7. Hire and ensure proper training of all guest services staff (interns, housekeeping, and guest services) in accordance with Heartland Center procedures and policies.
8. Manage and schedule all guest services staff (interns, food service, housekeeping, and guest services).
9. Drive to local stores to purchase supplies when needed.
10. Oversee and manage marketing efforts to achieve annual goals of the Hospitality Department.
11. Provide weekly ten-day out schedules and supporting reports.
12. Manage departmental expenses keeping them in line with the hospitality budget.
13. Keep a current working knowledge of health department and American Camping Association standards and maintain Heartland Center's compliance.
14. Serve as Resource to Business Development Committee.
15. Pass along facility related needs in a timely fashion to the proper personnel.
16. When necessary, serve as on-duty and/or on-call administrator for retreats and conferences.
17. When necessary, assist in cleaning of facilities in preparation for guests.
18. Other duties as assigned by the Executive Director.

Skills, Knowledge and Abilities:

Required:

- Physically able to lift 40 pounds above shoulders
- Physically able to sweep, mop, clean, vacuum, walk from building to building, walk up stairs, and walk down stairs
- A strong passion for Christian retreat and camp ministry
- Proficient in Microsoft Excel and Word, and otherwise technologically savvy
- Positive attitude, flexibility, and good customer service skills
- Cooperative personality and attitude

- Detail oriented and efficient
- Excellent communication skills (both oral and written)
- Initiative, creative, and strong work ethic
- Managerial Skills
- Working knowledge of how church organizations function and operate

Preferred:

- Experience in marketing (print, website, social media, etc.)
- Knowledge, appreciation and passion for Heartland Center's camp and retreat ministries
- Experience managing people, and financial budgets
- College degree in a related field
- Experience in the Retreat and Conference industry or a related field
- Experience working within a non-profit organization
- Culinary training or experience in the food service industry

Terms and Evaluation: This person will be hired for an indefinite term subject to termination in accordance with the personnel policies of Heartland Presbyterian Center. This is a full-time, exempt position. The Executive Director will conduct a review at the end of six month's employment, and conduct an annual review and evaluation thereafter.