

TITLE: Director of Hospitality

GENERAL RESPONSIBILITY: To plan, coordinate, supervise and evaluate Ferncliff's hospitality operations.

SPECIFIC RESPONSIBILITIES:

1. Plan and implement Ferncliff's hospitality operations.
2. Establish short and long-term marketing strategies to continually expand the reach and impact of Ferncliff hospitality operations.
3. Maintain financial oversight of all hospitality related line items proposing budgets and adhering to the approved budgets.
4. Work with the COO to plan and implement marketing strategies to increase group rental business.
5. Train and manage interns/volunteers/staff assigned to the hospitality department.
7. Order, receive and monitor inventory of equipment and supplies for Ferncliff's hospitality operations (microphones, sound systems, LCD projectors, etc.)
8. Conduct a systematic procedure for evaluation of hospitality services with measurable outcomes.
9. Coordinate and communicate with other staff members to maintain overall quality of provided services for our guest groups.
11. Communicate with maintenance staff repairs needed in a timely manner.
12. Serve as host for user groups and facilitate or provide program leadership for other groups as requested.
13. Serve as an "on call" staff member for groups at Ferncliff being available to problem solve and address their needs.
14. Work to make our operations, facilities and programs more environmentally sustainable.
15. Keep current on the latest trends, technology, and best hospitality practices for camps, retreat centers and non-profits in general.
16. Assist Food Service and Housekeeping departments in scheduling.
17. Assist in recruitment, onboarding and training of staff in Housekeeping, Food Service and Hospitality departments.
18. Other duties as assigned.

RELATIONSHIPS AND ACCOUNTABILITY:

Directly accountable to the Chief Operation Officer (COO)
Oversight of Hospitality Assistant, Housekeeping and Food Service Staff/Relationships
Develop relationships and attend meetings of Presbytery and appropriate committees
Develop relationships related to attracting non-profit and faith based guest groups as well as local chambers of commerce and other event hosting communities.

QUALIFICATIONS:

- Person of Christian conviction, committed to the ongoing mission and programs of Ferncliff and the Presbyterian Church (U.S.A.) as a whole.
- Demonstrated theological understanding of the mission of the Presbyterian Church (U.S.A.) as it relates to Christian nurture and outdoor ministry in the camp and conference setting.
- Demonstrated skills in developing and producing effective marketing strategies and materials.
- Demonstrated skills in staff training and supervision, including the ability to develop close working relationships with staff.
- Demonstrated ability to communicate clearly and concisely in writing and to speak effectively before groups.
- Demonstrated ability to administer websites and many forms of social media.