



MOUNT OLIVET CONFERENCE & RETREAT CENTER

Director of Guest Engagement

- Job Summary:** The Director of Guest Engagement oversees hospitality and facilitates retreat planning services for guests; implements inbound and outbound sales efforts; communicates incoming group details with retreat center departments; manages guest group billing and related financial matters; and, coordinates retreat center resources to ensure an exceptional guest experience.
- Accountability:** Executive Director
- Responsibilities:**
- Leadership**
 - Establish and maintain collaborative relationships with all MOCRC (Mount Olivet Conference & Retreat Center) departments and MOLC (Mount Olivet Lutheran Church) departments that book annual retreats
 - Maintain hospitable relationships with guest group leaders and participants to cultivate future bookings
 - Assist the Executive Director in leading weekly staff meetings, ensuring timeliness and accuracy of incoming group reports
 - Join the executive director and director of programming & communications in regular sales meetings and in developing annual marketing plans to increase revenue
 - Sales**
 - Implement inbound sales efforts by responding to email, phone, and website inquiries in coordination with the Director of Programming & Communications
 - Implement outbound sales efforts by contacting past and potential groups (including those who have cancelled or were unable to book retreats due to scheduling conflicts), by sending thank you letters, and by cross-selling services in coordination with the Director of Programming & Communications
 - Negotiate contracts with guest groups and manage Campbrain bookings calendar to optimize facility use, capacity, and revenue
 - Schedule and/or provide tours of retreat center buildings and grounds for potential guest groups when needed
 - Retreat Planning**
 - Assist group leaders with all retreat booking and planning details
 - Generate (and amend) contracts for retreats for all MOLC groups and outside groups (approximately 280 annually)
 - Input all MOCRC and MOLC events into Campbrain annually
 - Solicit retreat planning details from guest groups and upload into Campbrain in a timely manner in order to maximize usage of retreat center meeting spaces, overnight rooms, and amenities
 - Respond to emails from group leaders within 48 hours throughout their retreat planning process

- Communicate and sell additional creative resources (facilitators, artists, musicians, etc.) for hosted retreats
- Serve as Campbrain administrator (communicating changes to Campbrain software engineers and developers as needed)
- Communicate all retreat planning details, including last minute changes, clearly and efficiently to all retreat center departments (kitchen, facilities, front desk)

Budget and Finance

- Work with Executive Director to establish pricing for all services; review and update annually, and at other times as needed. Communicate all pricing changes to admin staff handling inquiries and bookings.
- Assure timely and accurate management of guest group financial issues: deposits, billing, cancellation fees, accounts receivable, and accounts payable
 - o Process deposits for all retreats and events
 - o Determine final billing, updating financials in CampBrain, and invoicing all groups and individuals in a timely manner
 - o Send past due notices to groups and individuals
- Run and audit month-end financial reports in collaboration with the MOLC finance office

Hospitality

- Welcome and assist guests in-person and on the phone
- Ensure smooth front desk operations by preparing reservation paperwork and check-in processes for retreats
- Coordinate admin and guest services staff to ensure smooth check-in and orientation for group leaders and participants

Qualifications:

Understanding of and commitment to the mission of hospitality
 Excellent verbal and written communication skills
 Superb administrative skills, including the capacity to manage and efficiently communicate details to outside groups and retreat center staff
 Flexible, guest service oriented, mature decision-making skills, and discretion
 On-call availability to handle urgent guest-service related texts and emails
 Experience managing financial processes (desired)
 Previous experience working in church or retreat centers (desired)
 B.A. degree or its equivalent

Mount Olivet Conference & Retreat is located in Farmington, MN just 30 minutes south of Minneapolis, on 150+ acres of woods, prairie and lakeshore. It hosts over 250 groups and 7000 people each year, welcoming diverse communities of faith, non-profit organizations, educational institutions, business associations, families, informal groups, and individuals. Additionally, the Conference & Retreat Center hosts a variety of events open to the public throughout the year, including outdoor concerts, summer midweek worship services, nature talks, family days away, day camps, and more.

Founded in 1976, Mount Olivet Conference & Retreat is an affiliated organization and outreach ministry of Mount Olivet Lutheran Church and a member of Lutheran Outdoor Ministries. Its mission is to nurture the emotional, intellectual, and spiritual wellbeing of all people through rest and reflection, care and creativity, and a reverence for all life.