



## Director of Hospitality Ministries

*Updated August 2023*

### Summary

The Director of Hospitality Ministries ensures that the mission and core values are present in all parts of the guest experience from booking to follow up. As the leader of the hospitality team, you will facilitate communication between guest groups and onsite staff so that all sites maintain high-quality, inspired, radical hospitality practices. As the manager of the Hospitality Associate internship program, you will build leaders by creating community, offering education, providing faith-growing opportunities, and establishing clear communication.

### Essential Duties and Responsibilities

1. Create, develop, and maintain inspired hospitality practices for retreat and rental guests.
  - a. Ensure guest experience from pre-arrival check-in through post retreat/rental feedback survey meets GLLM standards and exceeds guest expectations.
  - b. Create a culture of hospitality that systematizes radical hospitality in a way that inspires, surprises, and delights guests.
  - c. Proactively identify areas of opportunity for growth and develop strategies to increase occupancy in collaboration with the marketing team.
  - d. Continue to seek new opportunities to serve guests better based on current trends and evaluation data.
  - e. Develop and implement a hospitality training program for direct hosting staff that is also disseminated to full-time staff team.
2. Manage hospitality staff and Hospitality Associate internship program.
  - a. Recruit, hire, and equip individuals who exemplify radical hospitality through their guest services work.
  - b. Meet regularly to facilitate community and communication.
  - c. Maintain a hosting calendar and clearly communicate details.
3. Coordinate the communication of group details to the Hospitality Team.
  - a. Facility and site needs to property staff.
  - b. Setups and turnovers to housekeeping and hosting staff.
  - c. Meal numbers, special diets, and food requests with kitchen staff.
  - d. Confirm host/coverage needs and details.
4. Oversee contract laundry services.
5. Inventory and procure retreat supplies and equipment, both consumable and nonconsumable.
6. Other duties as assigned.

### Supervises

- Custodial Specialist
- Housekeeping Specialists
- Hospitality Associates

### Qualifications and Requirements

1. Detail oriented and able to disseminate information to a variety of audiences.
2. Highly relational individual – ability to connect with people from all backgrounds and all generations and be part of a cohesive team.
3. Ability to model and teach radical hospitality.
4. Demonstrated excellence in organizational, administrative, and managerial skills.
5. Strong coaching, teaching and training skills with a willingness to provide fearless feedback with grace.
6. Experience connecting faith, grace, vocation, inclusion, community with hospitality.



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### **Working Relationships (Internal/External)**

1. Executive Director – Overall strategy and visioning guidance
2. Associate Director – Visioning and strategic choice guidance
3. Program Directors – Summer camp and retreat program hospitality needs coordination
4. Director of Marketing and Communication – Facility & rental marketing
5. Hospitality team – Coordination of hospitality needs for programs, retreats, and rentals
6. Registration & Reservation Manager – Retreat & rental registration coordination and communication

**Compensation:** \$47,200-\$50,000 / Full individual healthcare and 25% family / Dental insurance / 6% retirement contribution / generous PTO, holiday, and sick leave.

**Supervisor:** Associate Director

**Classification:** Exempt