



Job Description
Director of Hospitality
Updated March 2026

Position Title: Director of Hospitality & Community Partnerships
Position Classification: Salary
FLSA: Exempt
Supervisor: Executive Director

Job Summary

The Director of Hospitality & Community Partnerships is hired by the Executive Director to whom they report and is called by the Board of Directors to serve the mission of Lutherhill. Primary focus areas include hospitality operations, guest experience, and community engagement. This role leads the year-round hospitality team in delivering exceptional service across all lodging, dining, and retreat experiences. This position is based in La Grange, TX, with primary responsibilities carried out on-site. Regular travel is expected to support community partnerships as well as our Galveston location, along with a flexible schedule that may include evenings and occasional weekends.

Responsibilities:

- Mission, Culture & Representation
 - o Embody and communicate the mission and values of Lutherhill Ministries.
 - o Foster a culture of welcome where all people are honored, included, and loved.
 - o Ensure all hospitality and retreat operations reflect Lutherhill's mission.
 - o Represent Lutherhill within the synod, congregations, and the broader community.
- Hospitality & Guest Experience
 - o Provide leadership for all hospitality operations, including lodging, dining, housekeeping, guest services, and retreat support.
 - o Ensure facilities are clean, comfortable, and well-prepared for all guests.
 - o Coordinate with food services, housekeeping, maintenance, and program teams to deliver consistent, high-quality service.
 - o Serve as the primary contact for group leaders and support planning, logistics, and overall guest experience.
- Sales, Partnerships & Growth
 - o Oversee retreat and rental revenue, managing the full booking lifecycle from inquiry to follow-up.
 - o Maintain a strong booking pipeline and promote retreat opportunities to churches, schools, and organizations.
 - o Build and sustain relationships with new and returning groups to encourage repeat bookings and referrals.
 - o Support development efforts through partnership building and donor engagement.
- Leadership, Staff & Collaboration
 - o Recruit, train, schedule, and supervise year-round, seasonal, and volunteer staff.
 - o Model a culture of hospitality, teamwork, and Christian community.



- Collaborate with internal teams and external partners to strengthen operations and ministry impact.
- Operations, Administration & Continuous Improvement
 - Develop and evaluate hospitality and retreat operations, including policies and best practices.
 - Oversee administrative systems, including booking and guest management.
 - Manage resources, inventory, and the annual hospitality and retreat/rentals operations budget.
 - Monitor performance, gather feedback, and implement improvements to enhance guest satisfaction and sustainability.
 - Execute annual goals and other duties assigned.

Qualifications and Expectations:

- Bachelor's Degree in related field of study plus at least 3 years of outdoor ministry, hospitality or related experience, or the equivalent combination of education and experience.
- Demonstrated leadership experience in outdoor ministry, hospitality or related field.
- Familiar with ELCA theology, congregations, agencies and structures. Willing and able to support ELCA teachings in all activities of Lutherhill Ministries.
- Proven ability to lead and manage year-round and seasonal staff and work effectively with people of all ages
 - Ability to observe staff behavior, assess its appropriateness, enforce appropriate management techniques
- Experienced decision-maker capable of assessing overall programmatic performance of the ministry and proactively leading change.
- Self-motivated and able to take initiative in resolving problems.
- May be called to work directly with Board members on committees.

Working Relationships

- Reports to Executive Director ensure the quality implementation of all programming.
- Manages Retreat Hosts at our Galveston and La Grange facilities to ensure excellence in hospitality and retreat operations.
- Works in partnership with the Director of Camps to manage overlapping staff and to create a comprehensive programmatic ministry for Lutherhill.
- Works closely with the Director of Operations and Maintenance Managers to ensure facilities and grounds are prepared for guests.
- Works closely with Administrative Coordinator for rental booking, contracts and inquiries.
- Works closely with Bookkeeper for expense reporting and seasonal staff compensation.
- Works closely with Food Service Manager for menu planning and to provide camper and guest numbers and dietary requirements.
- Works closely with Cleaning Services to ensure all facilities are clean and ready to welcome guests.
- Works closely with Director of Development and Development Associate for communication and development efforts.