



Hospitality Coordinator Job Description

Overview of position - part-time, non-exempt position responsible for guest services at Well of Mercy. Position reports to the Operations Director. All employees are to actively engage in mission delivery, mercy, and radical hospitality when interacting with guests, staff, and volunteers.

Mission - *Well of Mercy, a retreat ministry sponsored by the Sisters of Mercy of the Americas, grounded in the spirit of hospitality, provides quiet sanctuary and time in nature for reflection, rest and renewal for those choosing sacred time apart, enriching their spiritual and emotional wellbeing.*

Hospitality & Guests Reservations

- Answer phone inquiries, take reservations, and respond to messages.
- Maintain reservation system, reservation calendar and enter guest information into database for both individuals and groups.
- Guests interface: greet, answer questions, provide property overview for new guests, show to their room, and respond to minor maintenance issues as they occur.
- Receive guest payments including cash, check or processing of credit cards.
- Recruit, orient, supervise, train, evaluate, and reward volunteers and back-up team on the above tasks.
- Maintain lost and found items and mail when guests pay for shipping.
- Work with staff and volunteers keeping all updated with important information.

Maintain Weekly Attention to Detail in the Guest Rooms/Houses/Cottages

- Purchase supplies as needed.
- Conduct room set up or inspect rooms, houses, & cottages to ensure inviting, well-stocked (food, paper-products, sheets, towels, soap, etc.), safe and in working order.
- Conduct room turnovers between guests or request other staff to complete the task: clean bathrooms, run sweeper, restock towels & sheets, and restock food supplies as necessary.

Maintain Email Communication with Guests

- reservation confirmation when room reserved
- re-confirm week prior to arrival
- follow-up 1-2 weeks after visit

Maintain Weekly Reporting to include:

- Guest Payment/Check-out Report
- Census Report
- Guest maintenance requests
- Catalog of guest comments to be used in marketing promotions

Update/Maintain Printed and Electronic Collateral in conjunction with the Directors

- Guest information
- Brochures, forms, envelopes, and maps used on property

Mission Support

- Conduct night prayer/vespers one night per week and backup as needed.
- Assist with prayer at staff meetings and meal blessings.
- Lead &/or assist with workshops and sessions as opportunities arise.
- Serve as overnight person on-duty at least 1 night per month.
- Cover one Saturday and one Tuesday per month in the office.

Other

- Provide dining room support as time permits: check hall bath, carpet is clean, tables set.
- Assist with special projects as needed.

Other Requirements:

Well of Mercy is committed to providing a means for applicants who have a disability to identify areas in which they may request a reasonable accommodation. The following is a description of the physical and mental abilities which are customarily required to perform the essential job functions of this position:

- Vision sufficient to read standard text, read a computer monitor, and drive safely
- Ability to speak and hear sufficiently, to communicate clearly, and to be understandable in person and over the telephone
- Ability to stand, sit, walk, stoop, and bend routinely
- Manual dexterity to use hands, arms, and shoulders repetitively to operate keyboard, to write, etc.
- Body strength sufficient to lift and transfer at least 25 lbs.
- Ability to interact professionally with persons from a variety of backgrounds
- Must be able to work occasional nights and weekends, if/when required

The Culture of Well of Mercy:

The Well of Mercy is relationship driven, and promotes a culture of trust and respect:

- Staff work to establish and maintain strong relationships with guests, donors, community organizations, volunteers and fellow staff.
- Staff fulfill their job responsibilities in a professional manner, with the understanding that the rest of the Well team depend on this to fulfill our mission.
- Staff assist other teammates as able and available.
- Staff participate in staff meetings, staff trainings, and staff gatherings.
- Staff will protect the privacy and confidentiality of guests, your teammates, volunteers, donors or other supporters of the Center.
- Staff adhere to the ethical standards established and promoted by their profession.
- Staff are respectful of and sensitive to what people bring to the table, their individual beliefs and lifestyles. Staff will actively refine their ability to interact with people of different backgrounds.

The Well of Mercy Strives to be an Excellent Steward of Resources

- Staff manage their time, take care of equipment, Well of Mercy facility and material goods, work to avoid waste and duplication, and make the best use of Well’s financial resources.
- Accurate data is essential to the strength of our organization. Staff are expected to collect, accurately input, and analyze data as required by each specific role.

Employee	Date

Supervisor	Date