



JOB DESCRIPTION

Name

JOB TITLE:	Hospitality Associate
DEPARTMENT:	Laity Lodge
REPORTS TO:	Hospitality Manager
EFFECTIVE DATE:	
CLASSIFICATION:	Non-exempt
DURATION:	Two Years

POSITION SUMMARY: The Laity Lodge Hospitality Associate works closely with the Laity Lodge Hospitality Manager to provide frontline hospitality and service to all guests of Laity Lodge. The position supports Laity Lodge guests attending traditional and micro retreats, residencies, and Quiet House.

PROGRAM MISSION: Laity Lodge is an ecumenical Christian retreat center established as a place to encourage the laity—the people of God. As part of the H. E. Butt Family Foundation, Laity Lodge brings together scholars, theologians, musicians, artists, and guests into a unique environment of beauty, hospitality, and mindfulness, for the purpose of encouragement and renewal. We seek to inspire the imagination of individuals to be agents of shalom in the world.

ORGANIZATIONAL VALUES: Rooted in our Christian faith, daily work reflects the Values of Hospitality, Stewardship, Unity, and Excellence.

ESSENTIAL FUNCTIONS:

Guest Care

- Oversees all operations and services at Reception
- Provides arrival and departure support to guests as needed
- Helps facilitate recreational opportunities (hiking, swimming, sports, etc.)
- Offers technology support to guests
- Supports the needs of micro retreat and Quiet House guests
- Available 24 hours/day for needs of guests or staff during retreats
- Conduct sales and take registration payments as needed

- Monitor, organize, and maintain guest-related supplies (e.g., towels, water bottles, amenities)
- Provides emergency response support

Resource Care

- Provides transportation support for speakers, musicians, and artists
- Offers technology and audio support for speakers and musicians
- Record and edit Great Hall session audio
- Offers operational support for artists and activity facilitators
- Organizes pre- and post-retreat support including facility preparation, printing materials, assisting Director of Operations, etc.
- Assist with retreat “special events” including delivery of culinary and hospitality offerings
- Assist with library and store organization and stocking
- Monitor facility and grounds for cleanliness and safety
- Straighten furniture, clean, and prepare meeting areas between sessions
- Keep Reception inviting, hospitable, and neat
- Support Program Director and Program Operations Manager on miscellaneous duties as assigned

QUALIFICATIONS:

- Undergraduate degree preferred
- Relevant experience in hospitality and/or retail sales preferred

COMPETENCIES-Knowledge, Skills, and Abilities:

- Excellent communication skills, including verbal, written, and editing.
- Ability to convey warmth, generosity, and genuineness in brief interactions
- Takes initiative and anticipates others’ needs.
- Strong organizational and time-management skills
- Aptitude for adaptability and collaboration
- Ability to remain flexible and composed in unanticipated or stressful circumstances
- Proficient in Microsoft Office Suite and CiruiTree (or ability to competently master the latter). Aptitude for working with and learning new technologies.
- Follows instructions and responds appropriately to direction.

PHYSICAL REQUIREMENTS:

- Ability to be physically active for 8+ hours at a time, with appropriate breaks
- The employee must be able to lift and move items up to 25 pounds
- This position is active and requires standing, walking, and bending
- Must be able to work 10+ hours per day for several consecutive days
- Must be able to drive guests as needed
- Must be able to walk between all facilities, on uneven terrain, several times per day as many times per day as needed for several days consecutively.

WORK ENVIRONMENT:

- Office environment and camp/retreat setting
- Ability to work outside on uneven terrain and in varying weather and environmental conditions
- Ability to work varying schedules based on program needs, including weekends

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE