



JOB DESCRIPTION

JOB TITLE:	Hospitality Manager
DEPARTMENT:	Laity Lodge
REPORTS TO:	Executive Director of Laity Lodge
EFFECTIVE DATE:	
CLASSIFICATION:	Exempt

POSITION SUMMARY: The Hospitality Manager carries significant responsibility both at Laity Lodge and in the Kerrville office. In the Kerrville office, the position provides primary support to the program leadership. The Canyon-based portion of the role provides primary oversight of guest care, hospitality staff, programmed activities, resource personnel.

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 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:

- Responsible for establishing and overseeing every aspect of guest care and hospitality services on a day-to-day basis
 - Oversee operations and services at Reception
 - Provide arrival and departure support to guests as needed
 - Help support recreational opportunities (hiking, swimming, sports, etc.)
 - Offer technical assistance to guests
 - Conduct sales and take registration payments as needed
- Help support travel and logistical arrangements for resource people and guests traveling long distances
- Anticipate and respond to needs of resource people throughout the event
- Manage hospitality staff, including training and inspiration necessary to provide consistent service that exceeds guest expectations
- Work closely with Laity Lodge Food Services team to ensure seamless care of guests and resource people
 - Assist with retreat “special events,” including delivery of culinary and hospitality offerings
- Provide emergency response support and is available 24 hours a day for emergency needs of guests or staff during retreats
- Contribute to maintaining facilities and supplies throughout retreat
 - Monitor facility and grounds for cleanliness and safety

- Straighten furniture, clean, and prepare meeting areas between sessions
- Monitor, organize, and maintain guest-related supplies (towels, water bottles, amenities, etc.)
- Keep Reception inviting, hospitable, and neat
- Responsible for managing program and operational duties in the absence of key leadership
- Manage ordering, inventory, and sales records for the Laity Lodge store and library
- Support micro-retreat, residency, and Quiet House guests

QUALIFICATIONS:

- Minimum of three years' experience in a hospitality industry or related field
- Undergraduate degree highly preferred

COMPETENCIES-Knowledge, Skills, and Abilities:

- Excellent communication skills
- Effective use of social media as a communication tool
- Strong organizational and time-management skills
- Ability to remain flexible and composed under pressure Demonstrate Christian character
- Proficient in Microsoft Office Suite, and CircuiTree
- High degree of responsibility for oneself and the needs of the retreat
- High degree of interpersonal skill and emotional intelligence

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.

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 camping program needs, including some 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