



Jesuit Retreat Center

A PLACE OF PEACE

Position Description: Associate Director/Manager of Hospitality Services

Position Summary: Responsible for the day-to-day management of hospitality / guest services for the Jesuit Retreat Center. Reports to the Executive Director and supports the Executive Director in the overall management of daily operations.

An opportunity to make a difference in the most important areas of people's lives!

JRC Mission Statement and Overview: JRC is a Catholic, Jesuit non-profit organization.

Jesuit Retreat Center provides opportunities for reflection, prayer, and discernment, rooted in the Gospel of Jesus Christ, inspired by the spirituality of St. Ignatius, centered in a beautiful sacred setting, to help all people respond to God's loving invitation in their lives.

JRC is the first and longest continuing place in the United States providing retreats for lay people. Building upon our 121-year legacy beginning in 1898, JRC is a growing, vibrant organization and serves over 7,000 people each year. We offer a range of day, evening and overnight retreats and programs that serve youth and adults of all ages from Catholic, Christian and other spiritual backgrounds. We also host conferences, meetings and retreats for groups, staffs and boards from various organizations. We provide a place of peace where individuals and groups can ponder the deepest and most important questions in their lives and find greater meaning and direction.

Our facility is centrally located on a beautiful 57-acre wooded site. With a major new state-of-the-art addition and extensive renovations, we can accommodate up to 77 overnight guests and have 12 meeting rooms of varying sizes with the largest room able to serve up to 135 persons.

The Associate Director/Manager of Hospitality Services has the following key responsibilities:

- **Develops and manages a plan for Hospitality Services delivering an uplifting guest experience.**
- **Manages Guest Scheduling for individual guests and hosted groups.**
- **Oversees General Operations and Business Management in collaboration with the Executive Director.**
- **Shares in the leadership of JRC Planning and Budget Development.**

Hospitality Services Management:

- Develops and manages a hospitality plan to ensure that all guests are warmly welcomed and served from their first contact with JRC, through their arrival to departure from a JRC event, to make their guest experience a memorable one.
- Oversees a team approach to hospitality, food services, and management of the facilities and grounds to ensure that all services will meet and exceed the quality that guests expect.
- Ensures development of checklists and managerial aids such as master calendar, procedures for different events, housekeeping, kitchen, maintenance and grounds, maps and signage.
- Arranges for a monthly assessment of the overall guest services and facilities, and reports observations and recommendations to the Executive Director.

Guest Scheduling:

- Develops a master calendar online that is regularly updated and accessible to all staff.
- Negotiates and approves availability of facilities for use by outside hosted groups.
- Ensures that guests and groups have all the resources they need (room assignments and set up, meals and breaks, AV equipment, newsprint/markers etc).
- Provides registration information for Administrative Assistant/other support staff to process and send out confirmations.
- Co-ordinates services and responses to specific needs of incoming guests with Guestmaster, Food Service, Housekeeping, Maintenance and Administrative Assistant.

General Operations/Business Management:

- Develops orientation and training resources with the Executive Director for use by staff and volunteers.
- Maintains timely and adequate communications with all staff.
- Ensures a safe environment for all staff and guests.
- In coordination with other staff, attends events/meetings with Chamber of Commerce, COSE, Diocesan Districts, etc. to foster cooperative relationships.
- In conjunction with needed resource people, ensures that office equipment, computers and technology are up to date and in operational order.
- Works closely with department heads regarding their needs, retreat schedules, etc.
- Prepares updates at Administrative Staff meetings regarding program metrics and upcoming programs.

Planning and Budget Development:

- Works closely with the Executive Director, Director of Program Development and Administrative Staff to do long-range and continued planning for the overall vision and values to guide decisions on annual goals, programs, marketing and operations.
- Prepares income projections for the annual budget and works closely with Finance Manager.

Required Qualifications:

- Bachelor's degree and 3-5 years of experience in management in the hospitality industry or related experience.
- Respect for and appreciation of the spirituality and values of a Jesuit institution.
- Effective verbal and written communication skills that relate well to different audiences.
- Successful experience with and management of the flow of guest services that build a sustained relationship.
- Commitment to collaboration and teamwork with the JRC staff and related Board committees.
- Ability to take initiative and organize work independently, coordinate projects with others, and manage multiple projects simultaneously while meeting deadlines.
- Careful attention to details, accuracy and excellence in meeting project goals.
- Competence in using MS Word, Excel, PowerPoint and Raisers Edge database (preferred)
- Flexible and responsive to staff and Board leadership plans.
- Some evening and weekend work required.

Compensation and Benefits:

Salary will be commensurate with experience and qualifications. Benefits include medical and dental insurance, paid time off and holidays.

Required Documents:

- Cover Letter
- Resume
- List of three references

Applicants are asked to submit the required documents to Barbara Leggott at the mailing address in the title or by email (in Microsoft Word or PDF attachment) to bleggott@jesuitretreatcenter.org as soon as possible and by September 16, 2019. We will continue to accept applications until the position is filled.