



PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

338 Plush Mill Road
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March 2015

POSITION: Guest Services Associate (Part Time)

REPORTS TO: Guest Services Manager

GENERAL SUMMARY: Pendle Hill, a Quaker study, retreat and conference center seeks two part-time Guest Services Associates (25-29 hours per week) to assist and support the Guest Services Manager in providing event planning and event set up and breakdown. This includes the day to day physical set up for the programs and events of our conference and educational services. In general, this position provides superior guest satisfaction to a variety of adult spiritual seekers, students, families, and groups.

This associate has responsibility for efficient hands-on participation in the hospitality services of a spiritual retreat center, which is at the same time a vibrant and busy organization. Responsibilities will also include some assistance in the supervision, assignment of tasks, and scheduling of housekeeping staff. The position helps to ensure prompt provision of a welcoming, clean, healthy, and safe environment for all students and guests in all areas.

The work of the Guest Services Associate supports the Events Planning Team by strategically quantifying and maintaining standards, and improving procedures and systems for the delivery of excellent customer service. Responding to customer complaints and to their recommendations and compliments will be an important factor ensuring continuous improvement in this department.

WORKING ENVIRONMENT: Pendle Hill is a Quaker study, retreat, and conference center that offers programs to people of all faiths and backgrounds. Pendle Hill offers weekend workshops and retreats, consultations, scholarship opportunities, publications, bookstore, and conference space on our beautiful 23-acre campus.

DUTIES AND RESPONSIBILITIES (depending upon the needs of the day, the associate will be asked to perform any, but not all, of the following):

1. Demonstrate a welcoming presence and excellent customer service.
Reflect Pendle Hill's mission and values in all interactions.
2. Manage and participate in the set up and cleanup of meeting spaces and dining rooms.
3. Ensure clean, orderly and safe facilities, meeting rooms and guest rooms.

4. Set up and monitor AV equipment in meeting spaces. Support and troubleshoot AV technologies.
5. Set up and organize refreshments for programs, conferences, and special events.
6. Participate in the preparations for all Pendle Hill events and participate in some pre-arrival planning with clients.
7. Coordinate event details with clients upon their arrival. Participate as host to all program and conference facilitators throughout their visits.
8. Participate in all forms of registration at Pendle Hill for guests, programs and conferences, including reception desk operations, payment and orientation.
9. Investigate complaints regarding housekeeping and hospitality services, in cooperation with the Guest Services Manager.
10. Assist in the inventory, order and maintenance of household and conference supplies, AV and housekeeping equipment, and room keys.
11. Participate in the hospitality and emergency cell phone "on call" duty during working hours.
12. Participate in guest transportation to and from local train, monitoring use and cleanliness of vehicles.
13. Assist in the supervision the Housekeeping personnel; assign duties and inspect work.
14. Supervise, train, and schedule volunteers and work study students in dining, hospitality, and housekeeping services.
15. Support hospitality and housekeeping colleagues in the Guest Services Manager's absence.
16. Participate in the set-up and hosting duties of the dining room.
17. Other tasks as assigned.

REQUIRED QUALIFICATIONS:

1. Experience in event coordination and hospitality services.
2. Knowledge of AV set up, technology, and equipment.
3. Excellent customer service and oral communication skills.
4. Sincere interest and the ability to create and maintain a positive perception of Pendle Hill and its programs.
5. Good organizational skills.
6. Proficient in Microsoft programs, especially in Excel and Word.
7. Willingness to work irregular weekly and weekend hours, and many holidays a must.
8. Ability to lift up to 30 pounds occasionally and stand/walk for long periods of time.
9. Current driver's license.

DESIRED QUALIFICATIONS:

1. Ability to self-manage and be proactive is key, as well as the ability to identify problems in operation and implement the correct solutions.
2. Some management and supervisory experience.

3. Bachelor's degree or equivalent in work experience.
4. Strong understanding of the needs and conditions necessary for spiritual retreat.

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

1. A welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences.
2. Familiarity with Quaker faith and practices, and/or a willingness to gain and deepen such knowledge.
3. Appreciation for the role of Quakerism in the mission of Pendle Hill. Please see our mission, vision, and value statements as part of familiarizing yourself with Pendle Hill.

TIME EXPECTATIONS:

This is a part-time, nonexempt position. 25-29 hours per week. Frequent evening and weekend hours, and some work on holidays.

COMPENSATION AND BENEFITS:

Compensation includes hourly wage and some meals as part of taxable compensation. Part-time employees who work at least 1,000 hours per fiscal year are eligible to participate in Pendle Hill's retirement plan.

NONDISCRIMINATION POLICY:

Pendle Hill encourages the participation of all, and seeks to appoint to its staff individuals of diverse backgrounds and to do so without discrimination on the basis of gender, religion, race, color, age, sexual orientation, disability, national origin or any other category protected by law.

BACKGROUND CHECKS:

Pendle Hill will conduct a background check for all candidates prior to hire.

INTERESTED? Please submit a current resume, contact information for **three** references, and a cover letter describing your qualifications (including how you heard about the position) to Martie McBreen at Pendle Hill, 338 Plush Mill Road, Wallingford, PA 19086 or mmcbreen@pendlehill.org. Please put **Guest Services Associate** and your last name in the email subject line. Inquiries regarding wage accepted, 610-566-4507 ext. 144.

Review of applications will begin on April 10, 2015, and continue until the positions are filled. The start date is as soon as possible.