



PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

338 Plush Mill Road
Wallingford, PA
19086-6023
(610) 566-4507
FAX (610) 566-3679
www.pendlehill.org

June 2016

POSITION: Guest Services Associate (Full Time)

REPORTS TO: Guest Services Manager

GENERAL SUMMARY: Pendle Hill, a Quaker study, retreat and conference center, seeks a full-time Guest Services Associate to assist and support the Guest Services Manager in providing event set up and breakdown of meeting spaces, meal hosting duties, greeting customers, and other hospitality duties as assigned. 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 contemplative space and a vibrant, busy organization. The position helps to ensure prompt provision of a welcoming, clean, healthy, and safe environment for all visitors in all areas.

The work of the Guest Services Associate supports the Events Planning Team by 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 in 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. Following instructions/check-lists as part of being on a team, attends to the necessary items while filling remaining time with "back-burner" items.
3. Participate in the set up and cleanup of meeting spaces and dining rooms

4. Ensure clean, orderly and safe facilities, meeting rooms and guest rooms.
5. Set up and monitor AV equipment in meeting spaces. Support and troubleshoot AV technology use.
6. Set up and organize refreshments for programs, conferences, and special events.
7. Participate in the set-up and hosting duties of the dining room.
8. Coordinate event details with clients upon their arrival. Participate as host to all program and conference facilitators throughout their visits.
9. 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 and support volunteers and work study students in dining, hospitality, and housekeeping services.
14. Support hospitality and housekeeping colleagues in the Guest Services Manager's absence.
15. Other tasks as assigned.

REQUIRED QUALIFICATIONS:

1. Current driver's license.
2. Experience in event coordination and hospitality services.
3. Understanding of AV set up, technology, and equipment.
4. Excellent customer service and oral communication skills.
5. Great organizational skills.
6. Great time-management skills
7. Willingness and ability to work irregular weekly and weekend hours, including several holidays.
8. Ability to lift up to 30 pounds and stand/walk for long periods of time.
9. Ability to self-manage and be proactive is key, as well as the ability to identify problems in operation and implement the correct solutions.
10. Works well under direction.

DESIRED QUALIFICATIONS:

1. Experience in event coordination and hospitality services.
2. Some experience as part of a collaborative team.
3. Some experience providing hospitality to groups.
4. Proficient in Microsoft programs, especially in Excel and Word.
5. Bachelor's degree or equivalent in work experience.

6. 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 full-time, salaried, nonexempt position which may include frequent evening and weekend hours, and 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. On-campus living is highly desired for this position

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 July 11, 2016, and continue until the position is filled. The start date is as soon as possible.