



PENDLE HILL

A Quaker Study, Retreat, and Conference Center

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January 2019

POSITION: Guest Services Associate (Part Time, 30-50%)

REPORTS TO: Guest Services Manager

GENERAL SUMMARY: Pendle Hill, a Quaker study, retreat and conference center, seeks a part-time Guest Services Associates (10-18 hours per week) to assist and support the Guest Services Manager in providing event planning, set up and breakdown. This includes the day to day physical set-up of space for the programs and events of our conference and educational services, and collaboration and participation with housekeeping staff to ensure welcoming, clean, safe, and healthy spaces. Responding to occasional customer requests or issues in a friendly and hospitable manner is part of the role.

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 residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, bookstore, and rental space on our beautiful 24-acre campus. Pendle Hill is a fragrance-free, pet-free community.

DUTIES AND RESPONSIBILITIES:

1. Exhibit a warm, welcoming presence and friendly, courteous customer service. Reflect Pendle Hill's mission, vision and values in all interactions.
2. Do your part to ensure clean, orderly and safe facilities, meeting rooms and guest rooms.
3. Respond to direction from the manager with prompt, efficient and thorough actions.

Depending upon the needs of the day, the associate will be asked to perform any, but not all, of the following:

1. Following instructions/check-lists, attending to priority items first and filling remaining time with "back-burner" items.
2. Participate in the set-up and cleanup of meeting spaces and dining rooms
3. Set-up and monitor AV equipment in meeting spaces. Support and troubleshoot basic AV technologies as needed.
4. Set-up and organize refreshments for programs, conferences, and special events.
5. Participate in the set-up and hosting duties of the dining room as needed.

6. Report and help investigate any complaints regarding housekeeping and hospitality services, in cooperation with the Guest Services Manager.
7. Assist in the inventory, order and maintenance of conference supplies, AV equipment, and room keys.
8. Participate in the hospitality cell phone “on call” duty during working hours.
9. Participate in guest transportation to and from local train, monitoring use and cleanliness of vehicles.
10. Assist Housekeeping personnel as needed with room readiness (cleaning and supplying).
11. Assist and support volunteers and interns in dining, hospitality, and housekeeping services.
12. Other tasks as assigned.

REQUIRED QUALIFICATIONS

1. Excellent customer service and communication skills.
2. Great organizational skills.
3. Great time-management skills (effective and efficient), with the ability to self-manage, be proactive and identify/implement solutions.
4. Willingness and ability to work irregular weekly and weekend hours, including several holidays.
5. Ability to lift up to 30 pounds and stand/walk for long periods of time.
6. Current driver’s license.

DESIRED QUALIFICATIONS

- Experience in event coordination.
- Understanding of basic AV set up, technology, and equipment.
- Experience working as part of a collaborative team.
- Proficiency in Microsoft Office Suite.
- Experience providing hospitality to groups.
- Strong understanding of the needs and conditions necessary for spiritual retreat.

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

- A highly 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, cultural backgrounds and practices, and differences (of all kinds).
- Familiarity with Quaker faith and practices, and a commitment to learning more and/or a willingness to gain, deepen, and nurture such knowledge.
- Appreciation of the role of Quakerism in the mission of Pendle Hill. Please see our mission, vision, and values statements as part of familiarizing yourself with Pendle Hill.

TIME EXPECTATIONS: This is a part-time, non-exempt position of approximately 30-50% of full time work (10-18 hours per week).

COMPENSATION AND BENEFITS: \$13.00 per hour compensation plus benefits including 3 paid vacation days, the opportunity to obtain a Swarthmore College ID card, which enables access to the Swarthmore library and recreational facilities, and the opportunity to take Pendle Hill courses for free.

NONDISCRIMINATION POLICY: Pendle Hill appoints individuals without discrimination based on color, ethnicity, race, sexual orientation, class, gender identity or expression, pregnancy, age, national origin, ancestry, ability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. Pendle Hill recognizes that some of these categories are social constructs, not rooted in science. Our aim is to be inclusive and affirming.

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, two of which are people who have supervised your work (we will not contact your references without checking with you first); and a cover letter describing your qualifications, including how you heard about the position (resumes received without a cover letter will not be considered), to Hannah Mayer, 338 Plush Mill Road, Wallingford, PA 19086 or hmayer@pendlehill.org. Please put Guest Services Associate and your last name in the email subject line.

Review of applications will begin on receipt and continue until the position is filled, with an anticipated start date in late February or early March, 2019.