



PENDLE HILL

A Quaker Study, Retreat, and Conference Center

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November 2019

POSITION: Guest Services Associate (Part Time)

REPORTS TO: Guest Services Manager

GENERAL SUMMARY: Pendle Hill, a Quaker study, retreat and conference center seeks a part-time Guest Services Associate (25-29 hours per week) to assist and support the Guest Services Manager in providing event planning, set up and breakdown. The 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 collaboration with and support of housekeeping staff. The position helps to ensure prompt provision of a welcoming, clean, healthy, and safe environment for all guests in all areas.

The work of the Guest Services Associate also supports the Events Planning Team by completing the day-to-day physical set up for the programs and events of our conference and educational services. The Guest Services Associate must be able to respond well to customer feedback and recommendations in order to maintain high customer service standards and optimize opportunities for departmental improvement.

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. Demonstrate a welcoming presence and excellent customer service. Reflect Pendle Hill's mission and values in all interactions.
2. Ensure clean, orderly and safe facilities, meeting rooms and guest rooms. Follow instructions/check-lists in collaboration with teammates, attending 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. 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 set-up and hosting duties of the dining room.
7. Coordinate event details with visitors upon their arrival. Serve as host to all program and conference facilitators throughout their visits.

8. Facilitate the registration process for Pendle Hill guests, programs and conferences, including reception desk operations, payment and orientation.
9. Report and help investigate any complaints regarding housekeeping and hospitality services, in cooperation with the Guest Services Manager.
10. Assist in the inventory, order and maintenance of conference supplies, AV 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 the local train station, monitoring use and cleanliness of vehicle.
13. Assist Housekeeping personnel as needed with cleaning; confirm room readiness.
14. Other tasks as assigned.

REQUIRED QUALIFICATIONS

1. Experience in providing hospitality to groups.
2. Excellent customer service and oral communication skills.
3. Great organizational skills.
4. Great time-management skills
5. Proficiency in Microsoft Word.
6. Ability to self-manage and be proactive, as well as the ability to identify problems in operation and implement the correct solutions.
7. Ability to follow directions well
8. Ability to lift up to 30 pounds and stand/walk for long periods of time.
9. Current driver’s license.
10. Willingness and ability to work irregular weekly and weekend hours, including several holidays.

DESIRED QUALIFICATIONS

- Understanding of AV set up, technology, and equipment.
- Experience in event coordination and hospitality services, especially providing hospitality to groups.
- Experience working as part of a collaborative team.
- Proficiency in Microsoft Excel.
- 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 position of 25-29 hours per week.

COMPENSATION AND BENEFITS: \$13.00 per hour compensation plus benefits including 3 paid vacation days, a retirement plan for those working more than 1000 hours per year, 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 at hmayer@pendlehill.org or 338 Plush Mill Road, Wallingford, PA 19086. Please put **Guest Services Associate** and your last name in an email subject line.

Review of applications will begin on 11/15/2019 and continue until the position is filled, with an anticipated start date in 12/01/2019.