



PENDLE HILL
A Quaker Study, Retreat, and Conference Center

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POSITION: GUEST SERVICES MANAGER

REPORTS TO: Director of Operations

SUPERVISES: Guest Services Associates, Receptionist and Registration Associate

GENERAL SUMMARY: The Guest Services Manager has responsibility for efficient hands-on management of hospitality and registration services for Pendle Hill programs and events. Ensuring that Pendle Hill provides a welcoming, clean, and safe environment for all scholars and guests at Pendle Hill, The Guest Services Manager is skilled in executing our mission and commitment to “radical hospitality” in a way that reflects the Pendle Hill values and community. Excellent supervision of several direct reports and ability to structure tasks and supervision to assist team members in achieving department and team goals are essential to the role.

The Guest Services Manager is a key member of the events planning team, along with the Director of Operations, the Conference Sales Coordinator, and the Dining Services Manager. This person works strategically with the events planning team to track and improve procedures for excellent customer service in dining rooms, guest lodging, and meeting rooms.

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.

RESPONSIBILITIES:

1. Provide a welcoming presence and excellent customer service (personally, and through the staff). Ensure clean, orderly and safe facilities, meeting rooms and guest rooms.
2. Supervise and schedule all guest services and reception personnel, encouraging supervisees through appropriate coaching and mentoring and providing instruction and training in use of Pendle Hill technology, equipment, and systems as needed. Provide leadership and guidance to team members on proper procedures and actualizing team goals.
3. Along with the Dining Services Manager, coordinate front of house dining services, including refreshments for programs, conferences and special events.
4. Oversee registration functions and assist with appropriate use and updating of registration/event planning software.

5. Ensure that directional signs and wayfinding are set-up for arrival of incoming groups.
6. Ensure maintenance, security, and inventory of all conference supplies, audiovisual equipment, and room keys. Order replacements as necessary.
7. Investigate and rectify guest concerns regarding hospitality services, in consultation with the Director of Operations.
8. Manage and/or participate in the initial set up and resetting of event spaces and audiovisual equipment for programs and conferences.
9. Confirm event details with conference facilitators upon their arrival and provide support throughout their visit.
10. Manage and participate in the hospitality cell phone “on call” duty, two to three evenings per week on average, with responsibility for ensuring it is covered by one staff person 24/7.
11. Monitor general maintenance, fuel use and cleanliness of official Pendle Hill vehicles. This includes scheduling a minimum of two trained drivers to be available at any time.
12. Supervise all events personnel in the Director of Operation’s absence.
13. Other duties as assigned.

REQUIRED QUALIFICATIONS:

1. At least 3 years’ experience in event coordination, hospitality, or customer service.
2. Management experience, including staff supervision and budgeting.
3. Hands-on, collaborative, high-standards leadership style.
4. Personal style which is cordial and welcoming; ability to communicate warmly and effectively with various individuals in both routine and challenging circumstances.
5. Technologically able, with agility in the Microsoft Office suite and the ability to proactively learn and adapt to new technological systems.
6. Excellent organization skills and attention to detail, with the ability to aptly coordinate daily, weekly and monthly schedules for reception and hospitality staff.
7. Willingness to work irregular weekly, weekend, and holiday hours.
8. Current driver’s license.
9. Ability to lift up to 30 pounds and stand/walk for long periods of time.

DESIRED QUALIFICATIONS:

1. Knowledge of audiovisual equipment.
2. Experience in registration services.
3. Experience in ordering supplies and negotiating with external service providers.
4. Understanding of the conditions necessary for a high-quality spiritual or personal 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 full-time, exempt position. Out of respect for work-life balance, “full-time” at Pendle Hill is 37.5 hours per week, with 7.5-hour typical workdays. Work hours may include frequent evening and weekend hours as well as work on holidays (to be made up with proximal days off). Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through mealtime, housekeeping, or maintenance work.

COMPENSATION AND BENEFITS: \$34,000-\$38,000 (depending on experience) yearly salary plus benefits including: medical, dental and life insurance, a retirement plan, generous paid vacation days (20), sick days (15), and holidays (11), and the opportunity to take Pendle Hill courses for free. Additional benefits include one meal a day from the Pendle Hill Kitchen (free to staff except for the tax), a 20% employee discount at the Pendle Hill Bookstore, free copies of all Pendle Hill pamphlets upon publication, a beautiful campus with walking trails and fellowship with people from around the world. Full time staff are eligible for competitively priced on-campus housing (depending on availability, and at Pendle Hill’s discretion). **For this position, residence on the Pendle Hill campus is required.**

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.

Pendle Hill staff are required to be fully vaccinated against COVID-19, except for those who cannot receive the vaccine for medical or religious reasons.

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

INTERESTED? Please submit the following items to Hannah Mayer, at hmayer@pendlehill.org, with “Guest Services Manager” and your last name in the email subject line:

1. a current resume,
2. a cover letter that includes how you heard about the position, why you want to be considered and your qualifications (applications received without a cover letter will not be considered)
3. and contact information for three references, at least two of whom are professional references.

Review of applications will begin on March 7th and continue until the position is filled, with an anticipated start date in April 2022.