



# PENDLE HILL

A Quaker Study, Retreat, and Conference Center

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**August 2023**

**POSITION: GUEST SERVICES ASSOCIATE**

**REPORTS TO:** Guest Services Coordinator

**GENERAL SUMMARY:** The Guest Services Associates provides event and group support under the direction of the Guest Services Coordinator at our spiritual retreat center, which is a contemplative space and a vibrant, busy organization. General duties include a variety of set up and breakdown tasks, meal hosting duties, greeting customers, and supporting the functions of other colleagues, especially the housekeeping staff. In general, this position provides excellent customer service to a variety of adult spiritual seekers, students, families, and groups on campus. Responding well to customer feedback will be an important factor in ensuring quality service and assisting improvement in the 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 residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, a 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. Fulfill Pendle Hill's practice of Radical Hospitality, and ensure all guests feel welcome.
3. Follow instructions and checklists, prioritizing the most necessary items while filling remaining time with "back-burner" items.
4. Participate in the set up and cleanup of meeting spaces and dining rooms.
5. Ensure clean, orderly, and safe facilities, meeting rooms and guest rooms.
6. Set up and monitor AV equipment in meeting spaces. Support and troubleshoot AV technology use.
7. Set up and organize refreshments for programs, conferences, and special events.
8. Participate in the set-up and hosting duties of the dining room.
9. Coordinate event details with clients upon their arrival. Participate in hosting program and conference facilitators throughout their visits.
10. Participate in all forms of registration at Pendle Hill for guests, programs and conferences, including reception desk operations, payment and orientation.
11. Assist in the inventory, order and maintenance of household and conference supplies, AV and housekeeping equipment, first aid and room keys.
12. Participate in the hospitality and emergency cell phone "on call" duty during working hours.

13. Support the Guest Services Coordinator in monitoring the general maintenance and cleanliness of our vehicles and equipment.
14. Other tasks as assigned.

**REQUIRED QUALIFICATIONS:**

1. Excellent customer service and oral communication skills.
2. Great organizational and time-management skills
3. Ability to lift up to 30 pounds and stand/walk for long periods of time.
4. Excellent judgment in proactively handling guest needs or requests with attention to both excellent service and proper function of the organization.
5. Works well under direction.

**DESIRED QUALIFICATIONS:**

1. Experience in event coordination, hospitality services, or customer service.
2. Understanding of basic Audio/Visual and related technical equipment, and its use and care.
3. Experience working well as part of a collaborative team.
4. Experience providing hospitality to groups.
5. Proficient in Microsoft programs, especially Word, Excel and Outlook.
6. Bachelor's degree or equivalent in work experience.
7. 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 full-time, non-exempt position. "Full-time" at Pendle Hill is 37.5 hours per week, with 7.5-hour typical workdays, not including a half-hour lunch break. Work hours may include 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 grounds and maintenance work.

**COMPENSATION AND BENEFITS:** \$16.00 an hour, 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).