



POSITION TITLE: GUEST SERVICES for Hosted Groups

DEFINITION OF POSITION: Guest Services are responsible for creating a welcoming and hospitable environment, responding to the needs of guests in a manner that supports the mission, values and vision of Mercy by the Sea. The guest services staff collaborate, back one another up and work as a team.

ORGANIZATION STRUCTURE: Guest Services are accountable to the Executive Director.

QUALIFICATIONS: College Degree preferred with experience in business or hospitality. Skills may include but not be limited to: effective written and oral communications, computer and technological competencies, efficient organization.

RESPONSIBILITIES:

- Contributes to the creation of a welcoming, compassionate, inclusive and caring experience for guests of Mercy by the Sea and affiliates.
- Manages Hosted Groups from initial contact throughout the reservation process, onsite stay, including follow-up. Administrative responsibilities include accurate documentation of all details including billing in Retreat Manager software, and the timely management of all reservation details and payments.
- Provides direction to all departments involved in providing and maintaining that Mercy by the Sea guests have a positive experience. This includes effectively collaborating with Kitchen, Housekeeping and Maintenance staff.
- Demonstrates a good understanding and adherence to Mercy by the Sea philosophies, finance policies, objectives and procedures.
- Collaboratively coordinates with the Program and Retreat Departments scheduling to ensure optimal room, space and calendar planning.
- Provides all written materials to enhance and complement the guests stay at Mercy by the Sea.
- Accurately tracks payments and bills guests as necessary.
- Thoroughly understands and adheres to organizational finance policies and procedures regarding credit, check-cashing and cash-handling.
- Assists with other duties as requested by the Executive Director.
- This position will require some evening and weekend work and a willingness to adapt to changing situations.

Send Cover Letter and Resume to Sister Anne Curtis at acurtis@mercybythesea.org