



POSITION TITLE: PART-TIME HOSPITALITY and GUEST SERVICES DIRECTOR

DEFINITION OF POSITION: The Hospitality and Guest Services Director is responsible for ensuring that the mission, values and vision of Mercy by the Sea is foundational to all aspects of hospitality. This is a part-time position (24 hours a week) with responsibility for the operations, coordination and oversight of hospitality: Guest Services, Front Desk, Housekeeping, Security and Volunteers. As a center whose primary focus is welcoming guests, this position further promotes the value and spirit of hospitality as one of the key values.

ORGANIZATION STRUCTURE: The Hospitality and Guest Services Director manages the Hospitality Team which consists of Guest Services, Front Desk, Housekeeping staff, coordinates and manages volunteers and is part of the Coordinating Team, accountable to the Executive Director.

QUALIFICATIONS: Bachelor's Degree. Excellent people and team building skills, excellent administrative, written and oral communication skills, computer competency, efficient organizational skills, knowledge and history of the mission and values of the Sisters of Mercy and Mercy by the Sea.

RESPONSIBILITIES:

- Assures welcoming, compassionate and caring environment for all colleagues and guests of Mercy by the Sea.
- Ensures a mission and values orientation program for hospitality team.
- Recruits, interviews and trains new staff for Front Desk, Guest Services, Security and Housekeeping.
- Manages, schedules and evaluates staff for Front Desk, Guest Services, Security and Housekeeping.
- Ensures operations and communications among hospitality team and with other staff teams.
- Provides oversight and quality control for guest and meeting rooms.
- Prepares and monitors the annual budget for housekeeping and guest services.
- Provides oversight to purchasing and contract services.
- Coordinates Volunteers program; recruiting, orienting and thanking volunteers.
- Works with all staff in providing a sense of hospitality to guests.
- Oversight and care of Chapel and Sacristy.