



# PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

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## APRIL 2016

**POSITION:** Guest Services Manager

**REPORTS TO:** Director of Operations

**SUPERVISES:** Hospitality and Registration staff

**GENERAL SUMMARY:** The Guest Services Manager has responsibility for efficient hands-on management of hospitality and registration services for Pendle Hill programs and events. The Guest Services Manager ensures that Pendle Hill provides a welcoming, clean, and safe environment for all scholars and guests at Pendle Hill, in keeping with our mission, values and our commitment to “radical hospitality.”

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.

The Guest Services Manager reports to and works with the Director of Operations to set and achieve departmental goals and measure performance on an ongoing basis.

**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 23-acre campus. Pendle Hill is a fragrance-free, pet-free community.

### DUTIES AND RESPONSIBILITIES:

1. Provide a welcoming presence and excellent customer service.
2. Supervise and schedule the hospitality and registration personnel.
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.
5. Ensure that the Hospitality cell phone is responsibly staffed 24/7.
6. Ensure that directional signs and wayfinding are set-up for arrival of incoming groups.

7. Ensure maintenance, security, inventory and training related to a/v equipment. Ensures that several Hospitality staff are trained in the use of our a/v equipment.
8. Maintain awareness of and update registration software and Pendle Hill phone system; instructs new staff in the use of registration/event planning software
9. Investigate and rectify guest concerns regarding hospitality services, in consultation with the Director of Operations.
10. Order and maintain inventory of conference supplies, audiovisual equipment, and room keys.
11. Ensure clean, orderly and safe facilities, meeting rooms and guest rooms.
12. Encourage registration and hospitality team members through appropriate coaching, training and mentoring. Provide leadership and guidance to team members on procedures.
13. Manage and/or participate in the initial set up and resetting of facilities and audiovisual equipment for programs and conferences.
14. Confirming event details with conference facilitators upon their arrival and provide support throughout their visit.
15. Manage and participate in the hospitality cell phone “on call” duty.
16. Manage guest transportation to and from local train; monitor fuel use and cleanliness of vehicles. This includes scheduling a minimum of two trained drivers to be available at any time.
17. Provide coverage in the Director of Operation’s absence.

**REQUIRED QUALIFICATIONS:**

1. Management experience, including supervision and budgeting.
2. Hands-on, collaborative, high-standards leadership style.
3. Effective and welcoming public speaking skills and excellent communication style. Easily shows warmth and is receptive to all kinds of visitors (excellent customer service skills).
4. Proficient in Microsoft programs, especially Excel and Word (experience with comprehensive registration software desired).
5. Ability to coordinate daily, weekly and monthly schedules for registration and hospitality staff.
6. Willingness to work irregular weekly, weekend, and holiday hours.
7. Knowledge of audiovisual equipment (LLD, livestreaming, podcast, video-conferencing, microphones, soundboard).
8. Superior organizational skills.

**DESIRED QUALIFICATIONS:**

1. Experience in event coordination/management and hospitality/registration services.
2. Knowledge of housekeeping equipment, professional cleaning supplies and green cleaning methods.
3. Experience in ordering supplies and negotiating with external service providers.
4. Current driver’s license.

5. Understanding of the conditions necessary for a high-quality spiritual or personal retreat.

**Expectations of all Pendle Hill Employees:**

1. A 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.
2. Familiarity with Quaker faith and practices, and/or a willingness to gain and deepen such knowledge.
3. Appreciation for the role of Quakerism in the mission of Pendle Hill. Please see our mission, vision, and value statements as part of familiarizing yourself with Pendle Hill.

**TIME EXPECTATIONS:** This is a full-time, exempt position. Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through meal time, housekeeping or maintenance work.

**COMPENSATION AND BENEFITS:** Compensation includes cash salary and benefits including medical and dental insurance, retirement, generous paid vacation and holidays, and the opportunity to take Pendle Hill courses for free or at a significantly discounted rate. Compensation may also include on-campus residence and board (depending on the availability of housing, at Pendle Hill's discretion). For this position, residence on the Pendle Hill campus is preferred.

**NONDISCRIMINATION POLICY:** Pendle Hill encourages the participation of all and seeks to appoint to its staff individuals of diverse backgrounds and to do so without discrimination on the basis of gender, religion, race, color, age, sexual orientation, disability, national origin or any other category protected by law.

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

**INTERESTED?** Please submit:

1. Current resume;
2. Contact information for three references, two of whom are people who have supervised your work (we will not contact your references without checking with you first); and,
3. A cover letter describing your qualifications, including how you heard about the position, to Martie McBreen at Pendle Hill, 338 Plush Mill Road, Wallingford, PA 19086 or mmcmbreen@pendlehill.org. Please put Guest Services Manager and your last name in the email subject line.

Review of applicants will begin on May 2, 2016 and continue until the position is filled, with an anticipated start date in May, 2016.