

The Mountain Retreat & Learning Center

Guest Services & Logistics

Job Description

SUMMARY OF KEY DUTIES

Guest services is responsible for delivering high quality customer service to ensure that each guest is registered properly through computer data input, verbal communication and handling of money transactions. S/he is responsible for helping coordinate logistics and resources for all Mountain designed programs, retreats and conferences hosted by The Mountain to ensure the highest levels of guest satisfaction.

SPECIFIC JOB RESPONSIBILITIES

Guest Experience

- Open/close and staff the office during regular business hours
- Answer phones and greets guests in The Mountain office
- Maintain Mountain retail store and ensure merchandise is always organized
- Ensure that all meeting spaces meet the groups vision and expectations prior to their first meeting. Keep spaces clean and resupplied on a regular and timely. Works with volunteers, staff and/or Mountain Hosts for assistance
- Provides all A-V equipment, sound system, room set ups, etc. as appropriate
- Prepares check-in paperwork and checks in guests upon arrival
- Meets with group coordinator upon arrival to address any last-minute changes or questions.
- Provides group welcome and Mountain orientation before or after the first meal
- Handles registrations for program guests and personal retreats
- Blocks rooms to make specific housing assignments.
- Checks in on a regular basis with group leader and guests during the program to ensure high level of hospitality is being delivered in order to meet the group's needs.
- Communication with group leader or key contact well in advance of the scheduled event at The Mountain to understand what resources will be required for a successful event and to determine the specific needs and special requests that may exist.
- Sends an 'Event Information Packet' to group leader to let them know about our campus and services
- Prepares dietary reports for the kitchen and cleaning schedule to Housekeeping
- Provide timely and appropriate support to any individual guest seeking assistance in completing their on-line registration and payment
- Perform town run as needed
- Ensure all Mountain staff have details of incoming groups

Preferred Job Qualifications

- Education: Bachelor's degree
- Experience: 1-2 years of related experience
- Excellent communication skills with people of all ages, including listening, speaking, reading, and writing.
- Strong organizational and time-management skills
- Ability to work on multiple projects with tight deadlines, attention to detail, and accuracy.
- Proficient in Microsoft Office and Google Docs, additional experience with data management software and on-line registration systems a bonus
- Calm and composed – ability to talk with trustees, donors, guests and volunteers as well as other staff in a polite, appropriate manner. Able to give and accept constructive feedback modestly and non-defensively.
- Ability to work flexible, at times intensive hours, including evenings, weekends and holidays as needed. Balancing the demands of the job with personal health and wellness is essential.

- Demonstrated excellent customer service!

Supervised By: Executive Director

Collaborates with: Business Development, Facilities, Kitchen, Farm, Housekeeping, Development, Programs & Marketing

Job Performance and Accountability

New hires must read the Employee Handbook, and sign off on an understanding and acceptance of all policies and procedures. Upon commencement of employment, a new hire will work under a 90-day adjustment period. The suitability of the employee to the job and his/her fit with the community standards will be carefully assessed. This is a critical period for the employee to determine their own comfort level with the job and The Mountain. After this period, upon mutual agreement, the employee will convert to regular status and become eligible for all applicable benefits. A formal, annual performance review will be conducted by your supervisor.

AAP/EEO statement:

The Mountain Retreat & Learning Center is an Equal Opportunity Employer and is committed to the full inclusion of all.

Other duties disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time and without notice.