

The Mountain Retreat and Learning Center

Guest Services

JOB DESCRIPTION:

Guest Services staff manage logistics for hosting programs at The Mountain, including contracting, registration, billing, and outreach with guests and partner organizations.

JOB RESPONSIBILITIES:

- o Coordinate logistics and resources for Mountain-designed programs, retreats, and conferences.
- o Finalize group sales contracts, and communicate with group leaders in advance of their scheduled event at The Mountain to understand what resources will be required and to understand any special requests for the group.
- o Assign housing for upcoming programs, and coordinate with the Housekeeping Manager to ensure that rooms will be ready for guests.
- o Provide timely and appropriate support to guests seeking assistance in completing their on-line registration and payment.
- o Ensure that meeting spaces meet the group's vision and expectations prior to their first meeting. Keep meeting spaces clean and resupplied on a regular and timely basis.
- o Welcome new guests as they arrive at the main office, and provide information about their housing assignments and program schedule.
- o Provide an orientation to The Mountain for groups shortly before or after their first meal.
- o Check-in on a regular basis with group leaders and guests during the program to ensure that The Mountain is meeting the group's needs.
- o Ensure timely and accurate invoices are prepared for individuals and/or group coordinator to review, reconcile, and receive complete payment for any outstanding balances before the group leaves the Mountain.
- o Resolve and reconcile any refunds due to cancellations in a timely and respectful manner.
- o Communicate group requirements, including special dietary or meal requests to the Kitchen Manager so that they can plan for appropriate menus and meal schedules.
- o Recruit and vet potential volunteers as Social Hour and Program hosts. Ensure that new volunteers have passed background checks before scheduling of first work period.
- o Create, set up and maintain on-site marketing materials and displays.
- o Identify and cultivate potential prospects for future retreat and conferences at the Mountain, and collaboratively develop ongoing marketing efforts directed towards these prospects.

Supervised By: Executive Director

Compensation: \$16.75 - \$18 / hour.

Benefits: Housing and meals (when the dining hall is operating), Health and dental insurance, 3% SIMPLE IRA retirement matching, PTO (starting at 10 days / year).

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