

Department: Retreat Ministries

Reports to: Registrar

Supervises: None

Overview: Welcomes all guests to campus from churches, Christian schools, personal retreaters, day groups, any missionary guests, and staff family or board member overnight guests. Makes sure the guests know their way around, finds their lodging, understands safety requirements, uses their reserved area appropriately, and obtains the necessary materials for an inspiring and uplifting experience on campus. Works with the various kitchen, housekeeping, and maintenance staff to ensure the environment is well prepared for each guest or guest groups. Assists the Registrar after hours with arrival paperwork, keys, and any items related to the arrival and departure of guests. Gives weekday tours, as available, to potential guests. This is a part-time paid position, operating Mondays through Saturdays, eligible for applicable benefits. For weekend after hours service, this role is eligible for on call bonus pay. After hours service during evenings and Sundays is listed in **bold** below.

Relationships with other departments

- Participates in creating hospitality procedures in collaboration with the Registrar, the City Ambassadors, the Missionary Mobilizers (Global Ministries), and the RM (Retreat Ministries) Director.
- Gives input to the updating of RM registration materials in cooperation with the Registrar and the design staff of the Development department.
- Attends Chapel services, staff meals, and staff events as available to meet other staff members.
- Notifies other departments BA (Business Administration), GM (Global Ministries), FM (Farm Ministries), and the development team of scheduled and spontaneous weekday tours coming through so they may tidy up their areas.
- Carries out specific assignments when requested on occasion by the RM Director or the General Director.

Duties of this position

Primary responsibilities

- Uses the Gift Shop desk and phone as home base for this position and answers all telephone calls for the ministry while on duty. Takes messages for staff who are away from their desks and puts them in their mailboxes.
- When Guests are on campus, spends time with the guests getting them well oriented and acclimated to the campus in terms of lodging, activities, meals, and seasonal recreation.

- Provides tours to potential guests who show up on schedule or spontaneously.
- Speaks publicly and privately with guests about the Liebenzell Mission of USA mission statement and history.
- On weekdays and Saturdays, operates the Gift Shop to sell items to guests that are on campus. As guest needs arise, the host/hostess may close the Gift Shop temporarily and return to reopen it after the need is resolved.
- When the Gift Shop sales are slow, makes a brief mid-morning and/or mid-afternoon walk through to attend to items out of place, remove excess trash, and be visible to the guests and their leaders.
- **Responds to the needs of guests in terms of after office hour late arrivals on weeknights, for troubleshooting maintenance requests, for access to reserved conference spaces, and to arrange bonfires.**
- **Does a walk through on the Sundays after groups leave to shut windows, turn off lights, remove excess trash, cut back heat, and turn off air conditioning.**

Secondary responsibilities

- Arranges evening bonfires, hayrides, and coordinates any other pre-paid group activities.
- Creates a list of other recreational activities in the Schooley's Mountain area, as well as emergency contact information for fire, severe weather, and medical crises.
- Organizes quarterly luncheons for church leader guests in conjunction with the City Ambassadors and arranges for the RM Director or General Director to make a presentation.
- Assists the General Director by arranging an appointment with any church pastors or ministry leader guests who shows an interest in partnering with Liebenzell USA via the *Hudson Taylor Legacy Fund*.

Tertiary responsibilities

- Becomes well versed in the history, programs, and mission of Liebenzell Mission USA.
- Attends annual staff retreat to go over the annual vision, mission statement, and to participate actively in team brainstorming of fresh ideas for the ministry.
- Assists the RM Director in preparation of the annual Retreat Ministries budget section pertaining to hospitality expenses.
- Assists the Registrar with community events or other tasks as needed.

Job Qualifications

- Prefer college education, preferably in guest relations, or sales and service. Will accept high school education if combined with years of service experience.
- Sign the Liebenzell Ministries Doctrinal Statement, testifying adherence to the doctrinal position.

- English language fluency and ability in writing with style.
- Proven professional skills, evidence of good judgment, results driven.
- Strong project management and database management skills.
- High organizational commitment and professionalism.
- Creative, innovative, and intuitive.
- Able to establish and accomplish self-directed goals and objectives.
- Proficient in standard office technology – Word, Excel, PowerPoint, Outlook, Zoom, and accurate use of email and digital communications.
- Possess a valid driver's license and his/her own transportation.

Physical Demands and Work Environment

- While performing the responsibilities of the job, the employee is required to talk, hear, use their hands and fingers to lift trash or boxes, is often required to sit, stand, walk, reach with arms and hands.
- Vision abilities required by this job regularly include close vision, distance vision and peripheral vision.
- The noise level in the work environment regularly varies from quiet to moderate.