

**Department:** Retreat Ministries

**Reports to:** Registrar

**Supervises:** None

Guest Services Specialist will implement a distinctive and godly experience to support our focus on offering rest, renewal and recreation to church groups, leaders, missionaries, schools, nonprofits and others served.

**Key responsibilities**

Help ensure a consistent premier experience for visiting guests including promotion of retreat campus for potential

**Pre-retreat duties:**

- Work with guest group leaders to schedule and confirm retreats, conferences or events including facility set ups, use of amenities, meal service details, and arrival/departure specifics.
- Create group accounts, contracts and collect financial documentation including payments.
- Prepare retreat group welcome packages and materials and work with other departments to ensure preparation of facilities.
- Provide campus tours to guests interested in Liebenzell services.

**Retreat arrival duties:**

- Greet guest group leaders and present an overview of Liebenzell retreat guidelines and schedules related to facilities, housekeeping, amenities and meals.
- Gather prayer requests and/or pray alongside group leaders that may need spiritual support. During guest group stay: Maintain focus on warm, welcoming and non-distracting (unobtrusive?) guest services with visiting groups.
- Open and manage the gift shop for guests. Conduct campus rounds to ensure safety and cleanliness of facilities and outdoor fields. Remove excess trash, shut windows, turn off lights, shut off heat/ac units upon group departures.

**General Responsibilities:**

- Follow Guest Services department guidelines.
- Be available for a potential for on call duty 1 time monthly or as needed in case of emer
- Work well under pressure in a fast-paced environment – demonstrating excellent time management and multi-tasking skills.
- Serve diverse cultures and socio-economic groups so that guests are welcomed and included.
- Demonstrate excellent verbal/written communications skills, particularly in guest group settings
- Carry out specific assignments when requested by Supervisor or Director.

**Job Qualifications:**

- Prefer college education, preferably in customer service or sales field. Will accept high school education if combined with 2 years of service experience.
- Sign the Liebenzell Ministries Doctrinal Statement, testifying adherence to the doctrinal position.
- Demonstrate excellent verbal/written communications skills, particularly in guest group settings English language fluency. Bilingual proficiency a plus.
- Strong project management and database management skills.
- 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 use of email and digital communication
- Possess a valid driver's license and his/her own transportation.

**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, daily devotional service, 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 General Director.

**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.