

Department: Retreat Ministries

Reports to: Director of Retreat Ministries

Supervises: Staff, including Housekeeping/Guest Services Assistant

The Guest Services Supervisor will foster a distinctive and Christ-centered experience to support our mission by focusing on offering rest, renewal, refreshment and recreation to pastors, church groups, leaders, missionaries, schools, nonprofits and others served.

Key responsibilities

Help ensure a consistent premier experience for visiting guests, including promotion of the retreat campus to achieve future potential bookings of retreats.

Retreat & Event Ministry Coordination Responsibilities:

- **Pre-Retreat:**
 - Coordinate with group leaders to schedule and confirm retreats, conferences, or events.
 - Create group accounts, prepare contracts, and manage financial documentation.
 - Collaborate with other departments to ensure facilities, amenities, and welcome materials are ready.
 - Provide campus tours for prospective guests.
- **Retreat Arrival and Stay:**
 - Welcome guest group leaders, review campus guidelines, and offer spiritual support through prayer when appropriate.
 - Maintain a warm, hospitable presence and ensure guest needs are met throughout their stay.
 - Monitor campus safety and cleanliness; manage gift shop operations as needed.
- **Retreat Departure:**
 - Perform light departure tasks (trash, lights, HVAC, windows) and manage lost items.
 - Follow up with group leaders within 10 days to hear feedback and spiritual outcomes.

Guest Services & Communication

- Serve and support guests from diverse cultural and socio-economic backgrounds to ensure a welcoming and inclusive environment.
- Ensure all guests accommodations are properly cleaned and prepared prior to guest arrival.
- Demonstrate excellent verbal and written communication skills, especially in guest-facing settings.
- Work well under pressure in a fast-paced environment, showing strong communication, time management, and multitasking abilities.

Retreat Ministry Team

- Follow Retreat Ministries department guidelines.
- Work closely with the Retreat Ministry Director and carry out other assignments as requested.
- Participate in supervisory and departmental meetings.
- Be available for on-call duty up to two times per month, or as needed in case of emergencies. Must be available to serve at least one weekend a month.

Support Ministry Growth

- Support the development of the retreat ministry on campus, including outreach and planning efforts.
- Travel to churches or other locations to support church relations and promote ministry opportunities.
- Support the involvement and coordination of local volunteers in the Retreat Ministry.
- Assist in the hiring process for departmental staffing needs.

Relationships with Other Departments

- Collaborate with the Retreat Ministries Director to maintain and, when needed, develop procedures that support guest services.
- Participate in chapel services, daily devotionals, staff meals, and staff events as available, to build relationships with staff across departments.
- Carries out other additional assignments in coordination with the Retreat Ministries Director or approval by, with other department directors and staff, as appropriate.

Qualifications

- College education is preferred, ideally in hospitality, customer service, or a related field such as sales. High school diploma accepted if accompanied by at least two years of relevant service experience.
- Must sign and affirm the Liebenzell Ministries Doctrinal Statement, demonstrating alignment with its theological positions.
- Excellent verbal and written communication skills, especially in guest-facing settings. Fluency in English required; bilingual proficiency is a plus.
- Strong project management and database management skills.
- Creative, innovative, and intuitive, with the ability to adapt to changing needs.
- Capable of developing and implementing strategic plans for growth.
- Proficient in standard office technology, including Microsoft Word, Excel, PowerPoint, Outlook, Zoom, and digital communication tools.
- Possess a valid driver's license and reliable personal transportation.

Physical Demands and Work Environment

- While performing the duties of this job, the employee is regularly required to talk, hear, and use hands and fingers. Physical tasks may include lifting trash bags or boxes. The role also requires periods of sitting, standing, walking, and reaching with arms and hands.
- Vision requirements include the ability to see up close, at a distance, and peripherally.
- The work environment varies in noise level, ranging from quiet to moderate.