

THE MARIANIST PROVINCE OF THE UNITED STATES

POSITION DESCRIPTION

TITLE: Guest Services Coordinator

FLSA: Exempt, 40hrs./wk, typically hours are from 8:30 am. to 5:00 pm.

Reports To: Executive Director

LOCATION: Bergamo Center

GENERAL SUMMARY: The Guest Services Coordinator is responsible for the marketing and management of the guest experience at the Bergamo Center for Lifelong Learning. Reporting to the Executive Director, the Guest Services Coordinator schedules groups using overnight, meeting, and dining spaces, and serves as a liaison between guests and Bergamo Center staff. Responsible for the supervision of front desk staff and providing overall coordination with the contracted dining services provider. The Guest Services Coordinator works to ensure the mission of Bergamo Center is sustained, promoting the Center as a premier destination for conferences and retreats in southwest Ohio.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Meet with prospective conference groups to market the Bergamo Center for Lifelong Learning, conveying Marianist hospitality and superior guest services.
2. Schedule groups and prepare/execute contracts based on availability of conference rooms, overnight guest rooms and dining; provide oversight for meeting space and bedroom assignments.
3. Provide on-site coordination between guests, Bergamo Center staff, and services.
4. Provide weekly conference schedules and conduct weekly event scheduling meetings for Bergamo Center staff and contracted service providers.
5. Hire, train, supervise, and evaluate all front desk personnel, scheduling staff according to forecasted occupancy.
6. Perform basic office functions utilizing scheduling database and additional software to ensure accurate record-keeping and invoicing.
7. Draft annual budgets for front desk and dining services with the Executive Director.
8. Manage dining services contract.
9. Work with the Executive Director to analyze guest satisfaction with Bergamo Center to include services, facilities, dining, etc., and compare against data (occupancy rates, income, expenses) to assess overall success.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

1. Demonstrated ability to effectively manage multiple priorities.
2. Demonstrated ability to maintain a high degree of accuracy and attention to detail.
3. Experience working in an environment with minimal supervision.
4. Demonstrated excellent written communication skills.
5. Experience working effectively under pressure.
6. Ability to maintain a flexible work schedule.
7. Able to utilize basic office and computer equipment such as phone system, Energy Management System, Microsoft Office, Google calendar and Google drive.

PREFERRED QUALIFICATIONS AND EXPERIENCE:

1. Three years' experience in hospitality, sales and marketing.
2. Advanced education in hospitality, management, or related field.
3. Training and certification in First Aid, CPR/AED and food handling safety (i.e. ServSafe).
4. Able to obtain SafeParish certification for child protection.
5. Excellent verbal communication skills with an ability to interact with guests, management, other employees, and vendors.
6. Experience with or ability to learn and use the Bergamo reservation system.
7. Ability to engage with and effectively represent the Catholic and Marianist identity in a work environment.

PHYSICAL DEMANDS:

- Regularly perform desk-based computer tasks.
- Frequently sitting, yet be on feet up to 75% of the time.
- Occasionally stand/walk, reach/work above shoulders, grasp lightly/fine manipulation, grasp forcefully, use a telephone, sort/file paperwork or parts, lift/carry/push/pull objects that weigh up to 25 pounds.
- Ability to work long hours when needed.

ACCOUNTABILITY: The Guest Services Coordinator is directly accountable to the Executive Director.

REASONABLE ACCOMMODATIONS: Physical demands listed above are essential to this position for which no reasonable accommodation can be made.

Position descriptions are not intended, nor should be construed, to be all-inclusive lists of all responsibilities, skills, efforts or working conditions associated with a job. While this description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.

APPLY NOW

Please send completed resume and cover letter to:

Brent Devitt, Executive Director
Bergamo Center for Lifelong Learning
brentd@bergamocenter.org