

THE MARIANIST PROVINCE OF THE UNITED STATES

POSITION DESCRIPTION

TITLE: Hospitality & Marketing Manager

Status: Full-time, Exempt (40 hours/week)
Typical Schedule: Monday–Friday, 8:30 a.m.–5:00 p.m., with occasional evenings and weekends.

Reports To: Executive Director

LOCATION: Bergamo Center

GENERAL SUMMARY: The Hospitality & Marketing Manager oversees guest hospitality, communications, and marketing for Bergamo Center for Lifelong Learning. Reporting to the Executive Director, this position manages group scheduling, guest relations, strategic communications, and marketing initiatives while ensuring an exceptional retreat and conference experience. The manager promotes Bergamo's mission and advances its reputation as a premier destination for retreats, conferences, and faith-based gatherings in southwest Ohio.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Adult Guest Hospitality & Conference Services

1. Meet with prospective conference groups to market the Bergamo Center for Lifelong Learning, conveying Marianist hospitality and superior guest services. Serve as main point of contact for tours and walk throughs.
2. Schedule adult retreat and conference groups, prepare contracts, assign meeting and guest rooms, and coordinate dining arrangements.
3. Provide on-site coordination between guests, Bergamo Center staff, and services. Maintain contact with retreat leaders to ensure their successful arrival/setup, field questions during their stay, and advise on tasks required for their departure.
4. Provide weekly conference schedules and conduct weekly event scheduling meetings for Bergamo Center staff and contracted service providers. Maintain Google Scheduling Calendar.
5. Maintain scheduling databases, Google Calendar, and guest records to ensure accurate documentation and billing.
6. Hire, train, supervise, and evaluate all part-time Hospitality staff, scheduling staff according to forecasted occupancy.
7. Partner with the Executive Director to evaluate guest satisfaction and identify opportunities for continuous improvement.

Communications, Marketing, & Brand Management

1. Lead the development and implementation of Bergamo's comprehensive communications and marketing strategy, including branding, outreach, and digital engagement.
2. Manage the Bergamo website, ensuring content remains accurate, accessible, and aligned with organizational priorities.
3. Supervise the creation of marketing materials (print and digital), ensuring quality and consistency across all platforms.
4. Direct Bergamo's social media strategy; set measurable goals, track engagement analytics, and make data-driven decisions.
5. Collaborate with the Executive Director to produce and distribute the quarterly newsletter using Constant Contact.
6. Design print and digital marketing materials, including flyers, invitations, mailings, and promotional pieces using Canva or similar design software.
7. Oversee data entry for CRM, stay up to date with all upgrades, and take additional training as necessary.
8. Support and participate in Bergamo development and fundraising events.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

1. Ability to manage multiple priorities and perform effectively under pressure.
2. Strong attention to detail and organizational skills.
3. Ability to work independently with minimal supervision.
4. Excellent written communication skills.
5. Flexibility to work occasional evenings and weekends.
6. Proficiency with Microsoft Office, Google Workspace, and standard office technology.

PREFERRED QUALIFICATIONS AND EXPERIENCE:

1. Three years of experience in hospitality, marketing, nonprofit management, sales, or a mission-driven organization.
2. Advanced education in hospitality, communications, management, or related field.
3. Strong leadership in project management, volunteer engagement, and community partnership development.
4. Excellent verbal communication skills with an ability to interact with guests, management, other employees, and vendors.
5. Proficiency in communications platforms, digital marketing, and website/content management systems.
6. Demonstrated appreciation for and ability to represent the Catholic and Marianist mission of Bergamo Center.
7. Training and certification in First Aid, CPR/AED.

ACCOUNTABILITY: The Hospitality and Marketing Manager is directly accountable to the Executive Director.

PHYSICAL DEMANDS:

This position generally requires a 40-hour workweek with occasional evening and weekend responsibilities based on guest schedules and organizational events. Extended hours may be required during peak retreat seasons or special events. Ability to lift and carry up to 20 pounds. Proficiency in computer systems and audio/visual technology is required.

REASONABLE ACCOMMODATIONS:

Lifting up to twenty pounds is essential for this position. Lifting weights above twenty pounds may be accommodated by seeking help from another co-worker. Bergamo Center will provide reasonable accommodations to qualified individuals with disabilities in accordance with applicable law.

Job 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 job 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.

SIGNATURES

Employee: _____ Date: _____

Supervisor: _____ Date: _____

07.2026