

THE MARIANIST PROVINCE OF THE UNITED STATES

POSITION DESCRIPTION

TITLE: Weekend Guest Services Coordinator

FLSA: As Needed, PRN, weekend hours up to 36 continuous onsite hours in a shift.

Reports To: Executive Director

LOCATION: Bergamo Center

GENERAL SUMMARY: The Weekend Guest Services Coordinator is the communication and service link between guests and Bergamo Center to facilitate communication between guest group leaders and the staff. As necessary, the Coordinator assists other staff members in completing tasks to meet the needs of Bergamo Center's guests. Ensures that all guest needs and hospitality services are furnished to groups as agreed. Provides accurate communication of information between guests and the Bergamo staff.

PRINCIPAL DUTIES AND RESPONSIBILITIES

A. General Duties

1. Sets a positive tone of hospitality through conversation with guests.
2. Provides on-site coordination of programs during the weekend stay of the guest group, confers with group coordinators throughout their program to review and update schedules, assign locations, verify exact counts and confirm last minute arrangements. Advises the staff of any changes to the agreed services, typically by way of email.
3. Check guests in and out, check registration forms as guests arrive and leave, give guests Bergamo fact sheets, and explain checkout times and keys. Collect payment from guests as necessary.
4. Operate switchboard, transfer calls, take accurate messages when necessary and see that they are delivered in a timely fashion. Refer sales inquiries to appropriate personnel.
5. Provide small amenities for guests such as making change, selling cross necklaces, giving directions, providing pamphlets on Bergamo activities and grounds.
6. Work with environmental services personnel reporting and receiving information, updating forms, and arranging for requests by guests.
7. Implement safety or evacuation plans in case of emergencies, such as temporary loss of power, fire, tornado, and bomb threats.
8. Call Mount St. John Facilities for assistance after normal office hours in case of maintenance emergency.
9. Perform and carry out duties listed on the front desk daily checklist.
10. As needed, assist with set-ups of rooms, assigned minor cleaning tasks in coordination with the Environmental Services Coordinator, or dining services.
11. Report any troubles with the facility or equipment (e.g. broken articles, repair or cleaning needed, malfunctioning equipment) to the Environmental Services Coordinator through the trouble ticket portal.
12. Perform any functions or make any adjustments necessary to conference room set-ups to satisfy the needs of the guests according to information from the scheduling office.
13. Ensure the facility is secure and address any security or emergency problem that arises during the shift.
14. As needed, be on site and on call with access to cell phone between the hours of 10pm and 6:00 am, when a night custodian is unavailable. A bedroom is provided regardless.
15. Work with minimal supervision.
16. Performs other duties or projects as assigned by the Executive Director.

The Weekend Guest Services Coordinator must perform all duties in the manner consistent with the mission statement of Bergamo Center. Appraisal of the performance will be based on the fulfillment of the above duties efficiently and accurately with the proper professionalism as they represent the mission and goals of Bergamo Center.

QUALIFICATIONS AND EXPERIENCE:

1. Self-starter, able to handle multiple tasks, attention to detail and works with minimal supervision
2. Appropriate communication skills to interact with guests, management, other employees, and vendors.
3. Adaptable to various situations and functions along with good reasoning skills. Able to perform under pressure.
4. Flexible schedule to fill in coordinating weekends as necessary.
5. Must be able to use basic office and computer equipment such as phone system, Energy Management System, and the Bergamo reservation system.
6. *Preferred Qualification:* Training and certification in First Aid, CPR/AED and food handling safety (i.e. ServSafe)

PHYSICAL DEMANDS:

- Regularly perform desk-based computer tasks.
- Must have basic knowledge of custodial/janitorial cleaning skills.
- Essential interpersonal skills in working with other employees and staff, as well as the ability to be courteous and friendly with guests.
- Must be able to lift 50 or more pounds on occasion, with or without help and will be on his/her feet approximately 85% of the time. Safety equipment provided to assist with heavier lifting as needed.

- Employee authorizes direct deposit of pay.
- Reliable transportation to and from work is essential.
- Ability to work long hours as needed.

ACCOUNTABILITY: The Weekend Guest Services Coordinator reports to the Guest Services Coordinator. An appraisal of the employee's performance will be conducted at or before 90 days in the position.

REASONABLE ACCOMMODATIONS: Lifting up to 50 pounds is essential for this position. Lifting weights above 50 pounds may be accommodated by seeking help from another co-worker. Safety equipment provided to assist with heavier lifting as needed. Remainder of the 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/or to assign other duties as necessary.

SIGNATURES

Employee: _____ Date: _____

Supervisor: _____ Date: _____