

Job Description

Job Title: Guest Services Assistant
Department: Guesthouse
Reports To: Guest Services Director

Job Status: Part-time (Less than 30 hours/week)
FLSA Status: Non-exempt
Physical Strength: Moderate

SUMMARY

The Guest Services Assistant works for the benefit of the Guesthouse, helping with reservations, answering emails and phone calls. Serves as receptionist in the lobby of the guesthouse, checking-in guests and making sure group retreat areas are set up and maintained. Fills in for housekeeping staff during busy times and vacations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Note: While this listing is a comprehensive representation of essential duties of the position, it is not necessarily all-encompassing and additional duties may be assigned as needed to meet Department and/or Abbey needs.

- In conjunction with assigned monks or volunteers, serves as receptionist, welcoming all guests and retreatants; provides information and orientation about hilltop, including maps, meals, and key packets.
- Keeps coffee and water area stocked for day guests when other staff are not available to do so.
- Assists with providing small tasks for lobby volunteers to do each day.
- Assists with correspondence including email, voicemail and written requests for information from outside guests as well as Hilltop departments
- May assist Guest Services Manager in the handling of reservations and scheduling, including assignment of rooms for guests and retreatants, provide details of room needs for housekeeping staff, send confirmation letters after receipt of deposit and take reservations from Abbey, Seminary Students, guests and retreatants for conference rooms.
- Assists with group retreat hospitality, including room set up and basic group needs.
- Fills in for housekeeping staff as necessary during absences or busy times.
- Frequently interacts with individuals both within and outside of organization.
- Always maintains the highest health and safety standards; uses Personal Protective Equipment as necessary and complies with building codes and all other regulations.
- Performs other duties as assigned in the best interest of maintaining and preserving the mission, vision and culture of Mount Angel Abbey.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to maintain a positive work atmosphere by demonstrating a pleasant and hospitable demeanor and acting/communicating in a manner which facilitates positive working relationships with monks, customers, volunteers, co-workers and organizational leadership.
- Ability to work in a quiet, reflective demeanor to represent the Benedictine Hospitality.
- Ability to direct the work of individuals in a manner conducive to full performance and high morale.
- Demonstrated ethic of accountability in the workplace; experience maintaining strict confidentiality and discretion.
- Ability to support others' objectives as his/her own.
- Requires excellent judgment, communication skills, and a personal commitment to outstanding customer service.

Job Description

- Must be a self-starter with ability to work both independently and as a member of a team.
- Ability to take initiative on projects as directed and demonstrate excellent time management skills, while demonstrating a high degree of flexibility, adaptability and the ability to prioritize tasks and simultaneously focus on multiple projects and deadlines.
- Strong attention to detail management and organization, with a 'process quality' mindset.
- Strong verbal and interpersonal communications skills and phone etiquette, with a demonstrated ability to interact with a variety of individuals from a diverse variety of backgrounds and cultures, at all levels of the organization.
- Ability to thrive in a dynamic and friendly environment characterized by growth and change.
- Ability to have flexibility in their monthly schedule.
- Must be able to follow all safety procedures, including use of approved Personal Protective Equipment.
- In order to provide our guests/residents/employees with a pleasant and healthy retreat/work/housing experience, while at work the employee is expected to be free of any discernable smells or scents, including but not limited to tobacco, body odor, or personal care products/fragrances.
- Regular and predictable attendance is an essential function of the job.

EDUCATION and/or EXPERIENCE

High school education required; some college coursework preferred.

LANGUAGE SKILLS

Strong verbal and written skills. Spanish bilingual a plus

MATHEMATICAL SKILLS

Solid basic math skills.

COMPUTER SKILLS

Computer skills using Microsoft office suite and internet & CampBrain (or current booking system).

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a current, valid Oregon driver's license with a clean driving record in order to be covered on Abbey auto insurance.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to regularly reach (including overhead), kneel, bend, and stand for periods of time, in some cases for an entire 8-hour work shift.
- Ability to occasionally meet the physical demands of the Housekeeper position when necessary:
 - Working on a stepstool.
 - Utilizing industrial cleaning equipment and industrial strength cleaning products.
 - Lifting, pushing, pulling and carrying a minimum weight of approximately 25 pounds; occasionally enlisting assistance in lifting larger objects weighing up to 50 pounds.

WORK ENVIRONMENT

Office, guest room and conference room environment.