

# Nebraska Lutheran Outdoor Ministries

## Job Description

**Position Title:** Manager of Hospitality

Date: August 2023

**Reports To:** Director of Operations

### **Summary of Responsibilities**

The Manager of Hospitality oversees the daily operations of the NLOM Hospitality team of Hosts and ensures the delivery of gracious service, along with creating inviting dining and meeting areas. The manager instills in staff a sense of “getting ready for company” mentality. The manager assists guests with audio visual needs and also serves in housekeeping roles as necessary. This role requires approximately 25% of time spent ‘in the office’ as Manager and 75% working alongside the team to provide guests’ service.

Due to nature of our conference business, must be willing to work evenings, weekends, and on-call shifts. Due to the oversight needed to ensure the security of camp property and the safety of guests, the Manager of Hospitality often resides on the Carol Joy Holling Camp property.

### **Position Responsibilities**

1. Lead and provide oversight for NLOM’s hospitality staff and guide them to be team oriented, offering high caliber, gracious service to all guests.
2. Hire, train and supervise hospitality staff, setting daily schedules at least two weeks in advance and ensuring hosting responsibilities are met.
3. Coordinate regular Host team meetings. Review standards and daily checklists for Host responsibilities and maintain them. Inspect work performed by Hosts to ensure that standards are met.
4. Meet with Manager of Event Planning weekly to keep track of changes, updates, and new groups to ensure our information is current and we have a plan to best serve our guests.
5. Maintain an inventory and place orders for items needed for hospitality rooms and lounges, ensuring they are stocked regularly.
6. Greet retreat groups and meet with the group leader upon arrival to ensure conference room setup is accurate and expectations have been met. During their stay, ensure story is told of Carol Joy Holling Camp, Conference and Retreat Center.
7. Set up audio visual equipment used at meetings and events and provide technical assistance. Inspect equipment (*speakers, boards, projectors, cables, etc.*) on a regular basis and repair or replace as necessary, and train other Hosts to operate equipment.
8. Communicate and collaborate regularly with Housekeeping Supervisor regarding housekeeping support needed.
9. With hospitality team, ensure garbage and recycling pickups are completed in a timely manner.

10. Manage spot cleaning of carpets and clean/vacuum conference rooms between reservations; ensure set up, any needed tear down, and mopping of the Dining Hall around retreat meals.
11. Check in weekly and meet monthly with Director of Operations.
12. Conduct walk-through of all facilities twice yearly with Director of Operations and Housekeeping Supervisor.
13. Assist with camp security, by inquiring of 'random guests' regarding directions and/or politely asking them to leave when appropriate.

### **Professional Expectations and Requirements**

1. Maintain the confidentiality of sensitive matters and information
2. Thorough understanding of NLOM's policies and practices
3. Subscribe to the Communications Covenant for NLOM Staff
4. Adhere to the standards and Code of Ethics of the American Camp Association

### **Skills Necessary**

- Excellent communication and interpersonal skills.
- Ability to work as a team member and collaborator.
- Ability to serve as a supervisor, coaching and mentoring when needed.
- Ability to operate and set up A/V equipment.
- Ability to operate all cleaning equipment (carpet cleaner, floor polishers, etc.)
- Ability to thoroughly train all new team members in their duties and in the use of job-related equipment and chemicals.
- Physically able to carry items weighing 30 pounds and ability to assist with other physical duties such as moving tables and chairs.

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