

THE MARIANIST PROVINCE OF THE UNITED STATES

POSITION DESCRIPTION

TITLE: Hospitality Staff

FLSA: As Needed, PRN, weekend hours

Reports To: Adult Programs Manager

LOCATION: Bergamo Center

GENERAL SUMMARY: The Hospitality Staff employee serves as the main point of on-site communication and hospitality for groups during evenings and weekends. The Hospitality Staff perform a variety of tasks to meet the needs of Bergamo's groups through communication with the Bergamo staff and group leaders.

PRINCIPAL DUTIES AND RESPONSIBILITIES

A. General Duties

1. Set a positive tone of hospitality through conversation with guests..
2. Check guests in and out, and explain checkout times and keys, give welcome and/or closing remarks to groups, as needed.
3. Take accurate messages when necessary and see that they are delivered in a timely fashion.
4. Provide small amenities for guests such as making change, selling cross necklaces, giving directions, providing pamphlets on Bergamo activities and grounds.
5. Assist with set-ups and teardowns of furniture in rooms, assigned minor cleaning tasks in coordination with the Environmental Services Coordinator.
6. Implement safety or evacuation plans in case of emergencies, such as temporary loss of power, fire, tornado, and bomb threats.
7. Perform and carry out duties listed on the Hospitality Staff checklist.
8. Ensure the facility is secure and address any security or emergency problem that arises during the shift.
9. Be on-call during specified nighttime hours (normally after an evening shift has been worked).
10. Work with minimal supervision.
11. Perform other duties or projects as assigned by the Adult Programs Manager and Executive Director.

Hospitality Staff 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 and evenings as necessary.
5. Must be able to use or learn basic office and computer equipment. *Preferred Qualification:* Training and certification in First Aid, CPR/AED.

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 25 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 Hospitality Staff employee reports to the Adult Programs Manager. An annual appraisal of the employee's performance will be conducted each May or June, which will determine pay increases.

REASONABLE ACCOMMODATIONS: Lifting up to 25 pounds is essential for this position. Lifting weights above 25 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.