



DaySpring Episcopal Camp and Conference Center
Location: Parrish, Florida

Job Title: Director of Guest Services

Accountability: Reports to the Executive Director, supervises several part-time employees, and has strong mutual accountability relationships with reservations, housekeeping, and maintenance.

Wage and benefits: Annualized salary, medical and dental benefits (employee only), 10% retirement contribution. Exempt position.

Average work schedule: 40-50 hours weekly, with typical schedule of Wednesday-Sunday including nights. Schedule should be adjusted on a weekly basis to provide on-duty coverage at all times so that guests are on-property, with the Director's time and attention to making every event feel special.

On-Call: This position includes after-hours on-call duties to be able to respond to unanticipated guest needs when guests are on-site. Because of the possibility of needing to respond to guest needs in-person, the ideal candidate will live within 10 minutes of DaySpring.

To Apply: Brad Thompson, Executive Director. Please email resume and three current references to brad@dayspringfla.org. No phone calls please. Drug screening and background check will be conducted for finalists.

OVERVIEW

DaySpring Episcopal Conference Center's 97-acre riverside campus offers guests the opportunity to experience outdoor activities, conference facilities, lodging, and our youth/adult programs. Annually serving over 200 retreats, camps, conferences, meetings, and events, DaySpring is a Christian center operated by the Episcopal Church and aimed at providing hospitality for all people. The Guest Services Director serves the center and its guests as the hub of event planning, coordinating, and leading the process to organize hundreds of details, small and large, and making it look easy.

A place of peace and aimed at reducing distractions from the busy world, DaySpring's Guest Services Director will be fully committed to the success of **every** visitor's experience, able to quickly jump between roles, exercise kindness and gratitude at all times, and be knowledgeable and precise in all areas of audio/visual, adventure, teambuilding, and anticipatory hospitality.

SPECIFIC RESPONSIBILITIES

1. Prior to group arrival (10-14 days), contact group coordinators to assess group needs. Assign and guarantee the timely management of space setups, facility readiness, audio/visual needs, banquet and food service, and post-event shut down.
2. Ensure that all attendees have a safe, comfortable, and quality experience in their meeting spaces, lodging spaces, and gathering areas by serving as the primary host for most DaySpring events. Personally visit all spaces in a regular basis to ensure spaces are well organized, prepared, and properly functioning.
3. Communicate accurately and often with guests and with other departments (housekeeping, maintenance, food service, and reservations)
4. Provide event support and basic maintenance and housekeeping to on-site groups both during working hours and after-hours.
5. Anticipate needs and seek opportunities to make effort to model superior hospitality for all staff by addressing needs before they are requested. This includes managing safety, risk management, security, and other areas of meeting the requirements for care of our on-site guests.
6. Provide maintenance and organization to the center's audio/visual, internet, common areas, meetings spaces, adventure areas, waterfront, and spiritual spaces.
7. Hire, train, supervise, motivate, and manage team members in the Guest Services department. This may include event staff, lifeguards, adventure guides, housekeepers, and contractors.

PERSONAL ATTRIBUTES

- Excited and efficient learner when it comes to technology, especially related to audio/visual, Microsoft Office applications, event management software.
- College degree. Excellent professional and interpersonal communicator, both in writing and in-person.
- Kind and gentle demeanor. Owns decisions and mistakes, shares gratitude and positive attitude with all guests and staff.
- Self-motivator – enjoys moving around campus constantly to double- and triple-check details.
- Physically strong and fit – able to safely and quickly lift 50lbs+ in order to set up spaces of upwards of 50 tables and 300 chairs and traverse our large retreat environment regardless of weather and temperature.
- Timely – is right on top of key times and key locations for all groups. Likewise, personally attends to any service issues immediately to fix issues.
- Practices excellence in providing an appropriate atmosphere for all visiting guests. While most visitors expect a cozy and comfortable atmosphere, s/he will be excellent at modifying staff dress expectations, decoration, and center practices to meet the needs and expectations of all guests.
- Creates excellent attentiveness practices to accommodate physical accessibility for all guests (holding doors open, guaranteeing auditory accessibility in all groups spaces, shuttles for guests with physical limitations, water provided for groups that are hot without requesting, etc.)
- Safety-oriented – Willing to pursue advanced adventure and waterfront trainings, communicate safety practices of DaySpring, and provide security and safety inspections of the property.