

Scarritt-Bennett Center

Position Description

About Scarritt Bennett Center: Scarritt Bennett Center is a nonprofit, independent educational center and conference and special events venue located in the heart of Nashville, Tennessee, on ten tree-filled acres. Scarritt-Bennett Center is a place of hospitality, education about justice and equality, reconciliation and renewal, cooperation and interaction within the ecumenical and global context. Rooted in mission, the Center has a strong commitment to the eradication of racism, empowerment of women, and spiritual reflection.

Position Title:

Director of Guest Services

Salary Range:

This is an Exempt position; salary will depend on experience.

Supervisor's Title:

Executive Director

Job Purpose: This position will manage operations ensuring the highest standard of service and the best possible guest/patron experience is offered by Front Desk, Security, Housekeeping, and Set-up staff. This position requires excellent customer service and professional etiquette; strong communication, leadership and problem-solving skills; and knowledge of hospitality protocol.

Primary Job Responsibilities:

The Director of Guest Services is responsible for overseeing all operational activities as well as aiding Conference Services in tracking/maintaining lodging data base and lodging related tasks. This position works closely with various departments and supervises/trains all Front Desk, housekeeping, and set-up staff to ensure campus operations run in an efficient manner. This position will also perform basic accounting and record maintenance related duties.

Supplemental Job Responsibilities

1. Interview, hire, and train all new operational staff members and volunteers on SOPs, computer systems / software, customer service, etc.
2. Maintain staff training manuals, SOPs, and checklists; revise as necessary.
3. Oversee front desk staff, monitoring reservations and availability, maintaining audit logs, communicating daily needs or special requests, and ensuring a warm, welcoming environment for our guests.
4. Oversee housekeeping staff, conducting regular inspections, monitoring room statuses, communicating daily needs or special requests, and ensuring a clean environment for our guests.
5. Interface with our security company, communicating concerns daily, maintaining logs, and ensuring a safe environment for our guests.
6. Communicate regularly with Conference Services staff regarding set-up needs for guests and groups, ensure these needs are met by our set-up staff.
7. Be proficient in our current reservation software.
8. Communicate with Conference Services Staff in a timely manner regarding group room blocks and special requests
9. Respond to guest questions, concerns, special requests in a timely and professional manner.
10. Closely monitor social media and online review outlets.
11. Anticipate sold-out situations and obtain satisfactory alternative accommodations when necessary. Network with area hotel/hospital contacts for reciprocal business.
12. Be proficient in all POS systems and capable of taking all accepted forms of payment for various services.
13. Maintain proper records for irregular reservations including tax-exempt and long-term stays.
14. Schedule Front Desk, Housekeeping, Set-up, and Security staff based on two-week forecasts, to meet the needs

of our flow of business.

15. Attend all weekly and monthly departmental and operational meetings. Maintain constant channels of communication with subordinate staff and other departments to disseminate necessary information.
16. Provide after-hours on-call assistance in emergency situations, including nights and weekends
17. Order supplies for operational use. Ensure that budget and cost effectiveness of the Operational Departments is achieved.
18. Conduct formal annual staff evaluations. Monitor staff performance closely and provide necessary coaching / counseling when necessary.
19. Monitor and approve staff timesheets at the end of each pay period to ensure an accurate payroll.
20. Other duties as assigned

Qualifications:

1. Knowledge of supervisory practices and principles.
2. Knowledge of hospitality operations.
3. Skill in public relations and handling complaints.
4. Skill in both verbal and written communication.
5. Multi-tasker and high attention to detail.
6. Ability to work with multiple software applications.
7. Bachelor's Degree or equivalent experience preferred.
8. Knowledge of non-profit / faith based organizations valued.

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Position Title:			Original Date:	Revision Date:
Supervisor Signature:				
Executive Director Signature:			Date:	