

EPISCOPAL DIOCESE OF LONG ISLAND

Guesthouse Manager

Position Description

Summary:

The Guesthouse Manager plays a key role in ensuring the management of The Bishop Walker Guesthouse. The Guesthouse is used for many Diocesan and Cathedral events, but primarily it is a place of hospitality for overnight accommodations (There are six bedrooms and three full bathrooms with a powder room on the first floor.). As the Guesthouse Manager for The Bishop Walker Guesthouse, this individual must maintain a pleasant, willing, gracious, and courteous attitude at all times.

About the Episcopal Diocese of Long Island:

The Episcopal Diocese of Long Island is a multicultural, complex, and dynamic community of faith that extends from Brooklyn Heights to Montauk, including Brooklyn, Queens, Nassau and Suffolk Counties. The Bishop Diocesan is the Chief Shepherd of the Diocese. In addition to its 131 local congregations, The Episcopal Diocese of Long Island is engaged in numerous other missionary endeavors including, Episcopal Health Services / St. John's Episcopal Hospital, Camp DeWolfe, Episcopal Ministries of Long Island, The Mercer School of Theology and the Trustees of the Estate Belonging the Diocese of Long Island. The Bishop Diocesan serves as President of each of these boards, as well as the Board of the Cathedral of the Incarnation.

Accountabilities:

The Guesthouse Manager is directly accountable to Ms. Diane Muscarella, *Director of Operations* at the George Mercer Jr. Memorial School of Theology. This position is full-time, with varied hours depending on scheduled use of the house. Evening and weekend work may be required.

Nature and Scope of the Work:

Attend to the needs of the house guests, as well as, organizing house after guests depart.

Assigned responsibilities will include, but not limited to:

- Ensure that the guesthouse is properly run, managed and maintained.
- Oversee the purchase and inventory of food, supplies and other needed items.
- Manage Hosted Groups and individuals from initial contact throughout the reservation process, onsite stay, including client follow up. Administrative responsibilities include accurate documentation in Retreat Manager software, and the timely management of all program payments.
- Prepare a Continental Breakfast for the guests.
- Clean up after breakfast.
- Set up and straighten up after meetings or gatherings

- Follow through on any questions or concerns of guests.
- Maintain bedrooms. (linens, towels, and room set up)
- Set up cleaning schedule and laundry pick-up.
- Works as a team with the Director and Diocesan Staff to ensure that the needs of the department which includes interdependencies with other departments are being met in a timely manner.
- Requires schedule flexibility, with some weekend hours.
- Work as a team in coordinating the scheduling and review of guest needs and requests.
- Thoroughly understand and adhere to organizational finance policies and procedures regarding credit, check-cashing and cash-handling of the Diocese of Long Island.
- Assists with other duties as requested by the Director.

Essential Functions or Critical Skills:

- Casual business attire at all times
- Have a sensitivity to and awareness of multicultural diversity
- Have a joyful and appreciative spirit
- Be a skilled communicator and listener
- Maintain organizational excellence
- Knowledge of Microsoft Word and Excel
- Some light lifting may be involved
- Be flexible
- Have a reliable means of transportation; may require trips to local stores (mileage will be paid)

Experience:

- At least two years' experience as a house manager or hostess

Background Check:

- A criminal background check is required of all staff before employment. All employees are required to complete Sexual Harassment, Racism and Child Abuse Prevention training.

Compensation:

- Compensation commensurate with experience
- Full benefit package provided, which includes medical, dental, group life and pension.
- 2 weeks' vacation allotted at start, which increases over time.
- 6 NYS Sick & Safety Leave days per year
- Your birthday off

All Interested Candidates should send their cover letter and resume to Nancy Signore, Human Resource Manager, at nsignore@dioceseli.org.