

La Foret Conference and Retreat Center, Inc.
Job Description

GUEST SERVICES DIRECTOR

Under the direction of the Executive Director, the Guest Services Director is responsible for managing and coordinating all aspects of group reservations from initial site visit, through booking, and through group events. Including office management to ensure proper department operation.

Experience

- Two years combined experience in the following areas:
 - Sales and reservations strategies, systems and procedures
 - Resident program planning and coordination
 - Managing a staff of 3-4 persons and being part of a team
 - One year experience in customer service

Qualifications

- Proficient in Microsoft Word, MS Outlook, Excel, power point and the ability to become proficient in La Foret's in-house registration system.
- Hold a valid Colorado driver's license with good driving record
- Be able to pass a Colorado child care background check
- Be available to work weekends and evenings as required
- Work a 40 hr week minimum, up to 50 hrs per week in the peak season
- Work well with other team members in a cooperative team spirit
- Have the ability to operate well in times of crisis and under pressure
- At all times represent La Foret in a professional manner

Areas of Responsibility

The Guest Services Director will have competence in and delegated responsibility for the following:

Reservations

- Coordinate La Foret's master group calendar and match groups to appropriate accommodations and openings in the reservations calendar.
- Produce contractual arrangements for all site usage and monitor that those arrangements are met
- Maintain reservations and follow up systems with integrity and accuracy
- Provide accounts receivable function for deposits, billings and final payments

Communication and Hospitality

- Set hospitable, positive and friendly tone for each group
- Collect and record logistical requirements for group's stay, Share these details efficiently with the La Foret team
- Conduct group leader orientations and meal greetings for groups
- Ensure that each group has on-site needs met during their stay

Marketing

- Maintain promotion material inventory and distribute upon request
- Provide statistical and financial reporting as needed
- Schedule and conduct and lead site tours

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General

- Attend and participate in weekly logistics meetings
- Answer phones; process daily e-mail in a courteous and professional manner
- Communicate both verbally and in writing in a timely, clear and logical manner
- Respond effectively and efficiently in a crisis; problem solve under pressure
- Support other site operations as requested
- Handle other duties as may be assigned and agreed upon
- Earn CPR Certification

Expectations:

This position has a major impact on the overall effectiveness with which La Foret provides its mission to its guests and the community. The Guest Services Associate is expected to match appropriate groups to the facilities and amenities of La Foret with the highest level of hospitality and customer service. S/he is responsible for performing work with considerable attention and alertness to detail. The effectiveness of this position is measured annually by the successful fulfillment of the stated areas of responsibility.

Essential Functions

- Visual and auditory ability to identify and respond to environmental and other hazards
- Ability to lift and carry up to 20 pounds
- Ability to drive La Foret vehicles and travel to other locations for work related activities
- Ability to traverse difficult and uneven terrain
- Ability to use telephone in a professional manner
- Operate computer and office equipment
- Ability to speak well in front of groups

Accountability

The Guest Services Director is an employee of La Foret and shall be directly accountable to the Executive Director. The Guest Services Director is an exempt position

La Foret Conference and Retreat Center, Inc. reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract or expectations of employment.

La Foret is a Colorado Not for Profit organization, working closely with and under the auspicious of the Rocky Mountain Conference of the United Church of Christ, RMC UCC. La Foret supports the welcoming, open and affirming tenants of the UCC. La Foret will not discriminate based on age, race, gender or sexual orientation.

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