



Mater Dolorosa Passionist Retreat Center

700 N. Sunnyside Ave, Sierra Madre, CA 91024

www.materdolorosa.org (626)355-7188 ext. 134

Position Title: Guest Services Coordinator

General Summary:

The primary responsibility is supporting the hosted program guests and retreatants.

Reports to: Director of Facilities, Mater Dolorosa Passionist Retreat Center

Scope of Responsibility:

Coordinates and performs functions and activities to accomplish established goals of the Retreat Center in support of guests and retreatants. Responsible for performing tasks in line with internal control standards established for the Retreat Center.

Essential Position Duties:

- Must have a pleasant demeanor and ability to provide excellent customer service, ability to diffuse difficult situations. Must get along with people.
- Attending to guests as they walk in for information.
- Showing guests around the property, giving tours.
- Taking care of guest needs (for example, getting them extra pillows, blankets, reporting problems with their rooms.)
- Handling audio visual set up in conference rooms.
- Adjusting set up of rooms as needed.
- Coordinating set up, check-in, check-out and meals for guests.
- Making photocopies, scheduling meetings, proactively ordering office supplies, making sure the mailroom is neat and tidy.
- Using our database, updating, and inputting, guest/retreatant information.
- Doing the necessary communications to obtain details for hosted program events.
- Creating contracts and sending to the hosted group.
- Processing payments in retreat center database and point of sale systems.
- Answering phone calls.
- Back up for Bookstore/Gift shop cashier.

Qualifications:

- Ability to work alone and collaboratively as a team.
- Well-developed computer skills, especially in Canva, MS Outlook, Word and Excel.
- Experience with an inventory system and cash register preferred.
- Minimum 2 years' experience in customer service, preferably in a retail setting experience preferred.
- Experience in the hospitality industry preferred.
- Shows initiative and is a creative problem solver.
- Understanding of Catholic sacramentals and saints.
- Ability to perform detailed tasks with accuracy and dependability.
- Position-appropriate analytical reasoning and problem-solving skills, with the ability to multitask, plan, set, and achieve goals.
- Excellent project management skills.
- Excellent interpersonal skills, with the ability to communicate effectively with retreatants as well as retreat center staff.
- Ability to lift 40 pounds repetitively and tolerate walking, extended standing, moderate bending, twisting, reaching, stooping, bending, kneeling, crouching and repetitive motion.
- Weekend work is required.
- Staff special events & Retreat Center events as needed.
- Punctuality and reliability required.
- Practicing Catholic preferred but not required.
- Spanish speaker preferred but not required.
- Bachelor's degree preferred but not required.

These statements are intended to describe the general nature and level of work being performed.

They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Schedule:

- 40 hours per week. Some overtime & evenings
- Includes weekends

Ability to commute/relocate:

- Sierra Madre, CA 91024: Reliably commute or planning to relocate before starting work (Required)