



Church Divinity School of the Pacific

The Episcopal Seminary of the West

Employment Opportunity

MANAGER OF GUEST SERVICES, EASTON HALL CONFERENCE CENTER

General Job Description:

The Manager of Guest Services is responsible for the marketing and administration of the Easton Hall Conference Center. This includes assisting groups hosting conferences, courses, meetings, and other events with planning, administration, and implementation of their events in CDSP's Easton and Gibbs Halls. S/he is also responsible for checking guests in and out, making room reservations, balancing daily transactions, responding to guest inquiries required to ensure that each guest is satisfied with the quality of their stay at Easton Hall or Gibbs Hall.

Essential Functions include, but are not limited to:

1. Create and implement the business and marketing plans for the Conference Center;
2. Plan, direct and coordinate activities of the Center;
3. Determine the Center's resource needs; prepare and oversee departmental operational budgets, including developing and implementing methods and systems for improving operational efficiency and controlling expenses;
4. Develop and implement new programs and/or services according to the mission and purposes of the School and Center. Compile, prepare and distribute appropriate reports and analyses, including recommendations for improved occupancy and financial results;
5. Provide guest services and administrative support for guest stays, conferences, meetings and events;
6. Supervise student workers;
7. Coordinate contracted services and vendors for the cleaning and maintenance of Easton and Gibbs Hall;
8. Maintain open communications with the School on the activities and plans of the Center;
9. Other tasks as assigned by the School.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, which include the following:

- Experience as an administrative assistant.
- 2 years performing meeting and events planning tasks.
- Experience working in a hotel, hospitality, or event/conference coordination.
- Familiarity with the Episcopal Church and with academic environments is an asset.
- Ability to manage multiple projects and priorities under conditions requiring speed and accuracy.
- Ability to use independent judgment when appropriate and be a 'self-starter'.
- Detail-oriented, organized and flexible.
- Superb verbal communication skills and good written communication skills.
- Strong interpersonal skills with the ability to work with interruptions and a great deal of client contact, which may require high levels of patience, tact and diplomacy.
- A strong working knowledge of MS Office Suite (Excel, Outlook, Word) and an ability to learn new software

- (e.g., reservation software).
- Ability to prepare and administer a budget.
- Supervisory skills: experience supervising individuals and vendors to accomplish tasks quickly and efficiently. Ability to handle interpersonal conflict required for supervisory duties and resolution of prioritization issues.
- Negotiation skills in working with vendors.
- A valid driver's license, good driving record and a car or access to a car is required.
- Ability to be on-call for late-arrival guests and/or evening events.

Application Process

Please submit a letter of application addressing specifically the qualifications of this position, resume and contact information for three references to:

Melville Hayes-Martin
Email: mhayes-martin@cdsp.edu

Applications received by Aug 12th, 2011 will receive first consideration.

Church Divinity School of the Pacific (CDSP) is one of eleven accredited Episcopal seminaries in the United States and is the only independent Episcopal seminary west of the Rocky Mountains. CDSP was one of the founders of the Graduate Theological Union (GTU), established in 1962, and is now one of nine member schools and eight affiliated centers in this ecumenical consortium.

Visit the website at www.cdsp.edu.

The CDSP Easton Hall Conference Center is the only urban retreat and conference center in the San Francisco Bay Area, and provides the perfect space for organizations that wish to combine a focused workshop, seminar, or retreat with the cultural and natural attractions in the area surrounding the city of San Francisco.

Compensation Package: Includes medical, dental, life and long term disability insurance, employer contribution to 403(b) retirement account, paid holidays, vacation & sick leave, an extraordinary & committed team of colleagues, and a beautiful campus.

CDSP is an Equal Opportunity Employer