

Job Description



Position Title: Guest Service Associate

Reports To: Operations Manager

Status: part-time/non-exempt

Hours: may include days, evenings, and/or weekends

Position Overview: For most guests who stay at Grace Guest House, the Guest Services Associate is their first point of contact. The individual in this role will interact closely with families, ensuring that they are safe and comfortable and that they are delighted with their stay.

Primary Responsibilities:

- Act as the face of Grace House, demonstrating compassion, empathy, and patience to guests, volunteers, visitors, and co-workers.
- Accurately process guest check-in and check-out; gather guest information and ensure the data is properly captured in the reservation system.
- Provide a warm welcome and comprehensive introduction to Grace House for new guests.
- Prepare breakfast and dinners for guests as needed.
- Ensure that rooms are thoroughly cleaned and ready for incoming guests at the time of arrival.
- Organize and oversee volunteer activities as needed, such as confirming shuttle van drivers and delegating tasks to house volunteers.
- Always demonstrate excellent customer service.
- Answer questions and resolve the concerns of guests in a caring, concerned, and prompt manner, even if in the process of completing other duties.
- Ensure house rules are followed by guests and their visitors, and infractions are documented and reported to the supervisor.
- Maintain and promote a safe environment.
- Other projects as assigned by the Operations Manager.

Job Qualifications

- A sense of responsibility and commitment to the Healthcare Hospitality House concept and ability to effectively communicate its mission.
- Strong administrative skills and the ability to use various computer programs, including a reservation system, donor database, and Microsoft applications.
- Excellent verbal and written communication skills; Bi-lingual skills are a plus.
- Able to work with diverse groups and demonstrate kindness to people from whom you are different.
- Kind, compassionate, empathetic, and able to manage emotionally stressful events and crises.
- Able to accurately follow instructions, both verbal and written.
- Detail-oriented with the ability to successfully multi-task.

Grace Guest House is an equal opportunity employer.

We value a diverse workforce and an inclusive culture, and we encourage applications from all qualified individuals. Not sure you meet all of our qualifications? If you believe that you could excel in this role, we encourage you to apply! We are dedicated to considering a broad array of candidates, including those with diverse workplace experiences and backgrounds.