

JOB DESCRIPTION

Hospitality Director

Reports To: Executive Director



Employment Status: Full-time salaried position, \$71,000-73,000, including on-site housing. Benefits include health insurance, vacation, disability, and life coverage.

POSITION SUMMARY

This is an opportunity for an innovative and committed person to manage and develop relationships with user groups in line with Pilgrim Pines' mission statement. This statement affirms the welcome and participation at Pilgrim Pines of persons of all ages, sexes, genders, gender expressions, sexual orientations, racial or ethnic backgrounds, socio-economic positions, intellectual, developmental, emotional, and physical abilities, or religious affiliation.

The position requires a leader with experience in program property use management, commercial kitchen management, housekeeping standards, marketing/communications, and guest group relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Staff Management

- Oversee kitchen and housekeeping operations, including staff hiring, staff scheduling, food safety compliance, and cleanliness standards.
- Develop and implement standard operating procedures for food service, dining, and housekeeping with a focus on health and wellness.
- Collaboratively plan menus that accommodate allergies, dietary restrictions, and diverse food preferences, that also consider affordability and variety.
- Manage kitchen and housekeeping budgets, ordering, and inventory.
- Promote sustainability in food and housekeeping operations (e.g. waste reduction, recycling, etc.).
- Work collaboratively with the Office Manager to ensure operations run smoothly.

Guest Relations

- Be the face of the camp, greeting guests, and providing pertinent information about the camp.
- Guest group communication, booking details, and follow-up. Respond to inquiries via phone, email, or in person in a timely and professional manner.
- Work as a liaison between guest groups and camp managers/lead staff to communicate special requests and needs.
- Anticipate guest needs and proactively address special requests, such as dietary needs or cabin accessibility.
- Use Camp Brain software to track user group information and update the usage sheet for posting to staff.
- Participate in regular training on Camp Brain software use, guest group retention, and group management.
- Responsible for the health and well-being of self, staff, and campers by enforcing all camp safety

regulations and emergency procedures.

- Work collaboratively with the Facilities Director to ensure the safety and cleanliness of buildings and grounds.

Outside Group Program Development

- Increases offerings of retreats and events in partnership with churches and the SCNCUCC conference.
- Increases offerings and activities for outside guest groups.
- Actively promote the use of the property to UCC congregations, ecumenical partners, and other organizations that align with the organization's inclusive and welcoming mission and vision.
- Assist in keeping the website up to date with availability, events, activities, amenities, etc.
- Engage past and current guest groups to encourage bookings for future and ongoing seasons.
- Give tours of the camp to potential user group leaders.

Support the Work of Pilgrim Pines Programming

- Work alongside the Program Coordinator and Program Staff to support staff, campers, and parents, and to provide quality camp experiences.
- Assist with the training and development of programming staff and volunteers.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, ABILITIES)

- Work experience with demonstrated leadership, preferably in the hospitality, nonprofit, or outdoor ministries field.
- Excellent communication skills, both in person and on the phone/video conference.
- Strong organizational and leadership skills with the ability to manage multiple priorities.
- Experience working with a volunteer workforce.
- Ability to provide background check clearance.
- Ability to work independently with little supervision.
- Ability to organize and prioritize effectively.
- Must hold a valid driver's license and valid high school diploma or GED.
- Must have ServSafe Certification or be willing to obtain.

Physical Requirements:

- Ability to speak and listen to staff, volunteers, and guests in person and by telephone.
- Ability to see and read computer screens and printed materials, and to sit and type.
- Ability to lift and move objects up to 30 pounds, and to use assisting devices or other staff to help move larger items.
- Ability to walk and climb at high elevation to visit all parts of the camp facility, including climbing stairs and uneven ground.
- Ability to drive camp vehicles and operate various machinery and equipment.

Preferred Qualifications

- Experience with accreditation with the American Camping Association
- Bachelors' Degree

Core Competencies:

Hospitality: Genuinely welcomes and greets all persons with a positive and warm presence. Persons who contact Pilgrim Pines by phone, virtually, or who are on the property should feel welcomed and engaged; with questions answered or directed to appropriate resources when needed.

Caretaking: Able to see concerns that need to be addressed and has the ability to work with staff to assure that staff resources are managed and directed to promptly and appropriately meet changing needs.

Promotion of Pilgrim Pines activities and vision: Is able to articulate and promote Pilgrim Pines' mission and values; serves as the "face" of the organization; can enthusiastically answer questions about programs and values of the organization.

Communication: Facilitates open and clear communication between staff, committees volunteers, and board members. Follows up on tasks promptly and updates those who asked for or are affected by the task.

Confidentiality: Uses diplomacy and tact in all relationships; keeps appropriate boundaries of confidentiality in communicating information about the congregation or individual staff or members; shares frustrations and concerns only with the Board of Directors; acts with integrity and trustworthiness as a public representative of Pilgrim Pines.

ABOUT THE MINISTRY

Pilgrim Pines is located in the unincorporated village of Oak Glen ten miles from the I-10 freeway. The elevation is approximately 5200 feet— located just about a mile high! The camp includes cabins and lodges, a pool, labyrinth, vesper point, campfire circle, field, hiking trails, and a challenge course. It sits in a canyon with Oak Glen Creek flowing through and is filled with oaks and pines. The camp property was originally purchased in 1943 from a school for the deaf, and the first summer camp session for the conference was held in June 1944. Within five years, additional adjacent lots were purchased, and then a series of new buildings, lodges, and cabins were constructed in the 1950's and 1960's. The village of Oak Glen is an unincorporated area of San Bernardino County, an orchard country full of apples and berries. Neighbors of Pilgrim Pines include farmers, shops and restaurants, and the Wildlands Conservancy. There is a long-time relationship with the Conservancy that includes overnight visits by campers each summer.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.