

Harmony Hill
Guest Services Director



Reports to: Executive Director
Hours: 40 hours per week
Job Classification: Exempt

Harmony Hill Retreat Center is a beautiful environment with a meaningful mission. Located in Union, Washington, just an hour outside of Tacoma on Hood Canal, our mission is to inspire healthy living for all and transform the lives of those affected by cancer. We provide holistic retreats for people living with cancer, their families and caregivers, healing retreats for professionals who care for them and wellness programs that benefit all populations. Harmony Hill is a community of learners who evolve, adapt and improve programs and services based on needs and leading edge knowledge. Our approach is professionally informed, and embodies heart-based practices. In addition, we welcome people to enjoy our stunning space for their weddings, corporate retreats, family reunions, and other fun events.

Position Summary: The Guest Services Director is responsible for the overall experience of guests who stay at Harmony Hill. This position ensures we have a safe, healthy, inspiring environment, thoughtful amenities, excellent food, supportive staff, and overall positive atmosphere. This includes overseeing hospitality, housekeeping, and our kitchen staff. This role will be an integral member of our Leadership Team, contribute to our strategic direction and assist in growing the social enterprise sustainability of our organization.

Duties and Responsibilities

Ensure Exceptional Guest Experiences:

- Interact with guests from initial inquiries via phone, email and/or in-person visits.
- Create contracts to meet the guest's needs, including all details related to event.
- Communicate guest needs to all appropriate staff, to ensure customer satisfaction.
- Manage contract to ensure payment.
- Manage day-to-day operations, ensuring the quality, standards and meeting the expectations of guests on a daily basis
- Provide services that are above and beyond for customer satisfaction and retention.
- Improve service by communicating and assisting individuals to understand guest needs, provide guidance, feedback, and individual coaching when needed.
- Serve as a leader in displaying outstanding hospitality skills.
- Empower employees to provide excellent customer service.
- Observe service behaviors of employees and provide feedback.
- Provide immediate assistance to guests as requested.
- Interact with customers on a regular basis throughout the property to obtain feedback on quality of product, service levels and overall satisfaction.
- Record guest issues and communicate to Executive Director.
- Emphasize guest satisfaction during all departmental meetings and focuses on continuous improvement.

Leading Guest Services Team:

- Lead the guest services staff by utilizing excellent interpersonal and communication skills.
- Encourage and build mutual trust, respect, and cooperation among team members.
- Serve as a role model to demonstrate appropriate behaviors.
- Supervise and manage employees. Manage all day-to-day operations. Understand employee positions well enough to perform duties in employees' absence.
- Identify the developmental needs of others; coach, mentor, or otherwise help others to improve their knowledge or skills.

- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Assist as needed in the interviewing and hiring of employee team members with the appropriate skills.
- **Additional Responsibilities**
- Make decisions through the filter of our triple bottom-line; people, planet, and profit.
- Implements customer recognition/service program.
- Ensure compliance with all policies, standards and procedures. Take action for improvement when policy, standard or procedure needs updating.
- Participate as a member of the Leadership Team.
- Work collaboratively with Leadership Team on budgeting, strategic planning, and continuous systems improvement.
- Act with honesty, integrity and openness in all their dealings. We promote a working environment that values respect, inclusion, nurturance and sustainability.
- Generate new business and cultivate past business to ensure maximum use of facilities.
- Outreach to potential and/or current customer using email, phone, web promotions, social media, and personal meetings.
- Develop and maintain policies and procedures for Guest Services department.
- Create monthly reports to the board.

Desired Knowledge, Skills and Abilities

- Bachelor's degree and minimum of 3 years management in guest services.
- Candidates should have solid computer skills in Microsoft Office Suite.
- Experience with marketing and sales
- High level of comfort with using and creating content for social media
- A demonstrated ability to work independently and as a member of a team.
- Ability to speak, read, write and communicate fluently at a professional level in English
- Demonstrated ability to manage deadlines; manage competing priorities; and maintain high standards for productivity and confidentiality
- High degree of accuracy and attention to detail
- Excellent interpersonal, communication and customer relations skills, both written and verbal
- Sensitivity toward cultural, racial, ethnic, socio-economic and sexual identity diversity.
- Commitment to excellence and continuous improvement in a rapidly changing environment.
- Candidates must show a proven ability to handle confidential information about donors, staff, residents and volunteers.
- Flexible to work all shifts as required, which may infrequently include extended hours as dictated by organizational scheduling needs
- Able to bend, reach, stoop, walk, climb stairs, and balance, as well as to work in a sitting position for extended periods up to and including a full work shift; capable of moving and lifting 25 lbs. occasionally and up to 40 lbs. infrequently
- Current Washington State Driver's License; reliable transportation and valid insurance coverage
- Must pass criminal background check

To apply: Send cover letter and resume to Cheryl@harmonyhill.org

Harmony Hill Retreat Center is an Equal Opportunity Employer. It is Harmony Hill's policy to actively seek a diverse pool of candidates, from a variety of backgrounds, who are committed to Harmony Hill's mission. We are an equal opportunity employer without respect to race, color, creed, sex, religion, national origin, citizenship, disability, veteran status, sexual orientation or any other bias protected by federal, state or local law.