| | |
|---|---|
| **Position** | **Part Time Guest Services Coordinator** |
| **Reports to** | **Guest Services Manager** |
| **Job Category** | **Part-Time, Non-Exempt, Hourly** |

## Job Description

**Summary:**

Under the direction of the Guest Services Manager, the Part-Time Guest Services Coordinator is responsible for managing the operations of the House (including guest related and facilities related issues), and supervision and direction of volunteers. The position primarily works Friday to Sunday and holidays covering day and overnight shifts. Additional shifts include, but are not limited to, Monday to Thursday evenings and/or overnights. This position is subject to the general policies established by the Board of Directors.

**Principal Duties:**

The Part-Time Guest Services Coordinator will be responsible for the following list. The list is not meant to be totally comprehensive or exclusive, and other duties may be required at the discretion of the Guest Services Manager.

**House Operations**

1. Maintain a safe, clean, and secure environment for the guests, staff, volunteers, and the properties. Follow all safety and security policies, procedures, and protocols.
2. Be responsible for the completion of the House Daily Check List to include housekeeping and maintenance. Conduct House checks of all common areas for order and cleanliness. Report and communicate any repairs or areas of concern to Manager and staff.
3. Understand and be able to implement emergency procedures and have a continued awareness of situations that may have emergency potential.
4. Provide shuttle services to guests in a timely and professional manner. Ensure vehicles are properly maintained and in safe working order. Communicate with guests and staff the shuttle schedule and any changes or additions.
5. Maintain good relations with neighbors, vendors, and visitors.
6. Maintain positive relationships with all Board members, committee members, volunteers, staff, medical personnel, and the community at large.

**Guest Relations**

1. Communicate policies and procedures to guests and visitors in a manner that promotes caring and understanding.
2. Maintain knowledge of guest families to provide assistance and support, while maintaining appropriate professional boundaries.
3. Handle registrations and assign guests to rooms.

4. Perform house accounting including fee collections and other recordkeeping.
5. Record all pertinent information and brief the Oahu House Manager through the log notes.
6. Be responsive to and balance the needs of the House and individual guests.
7. Promote the concept of community to guests with consideration for multi-cultural needs.
8. Serve as a resource person by providing information about appropriate services.
9. Demonstrate good listening skills and interest in people and be available to guests.
10. Promote home-like atmosphere for guests and visitors.
11. Work with volunteers and other staff to coordinate special events and activities for guests planned for evening hours.

**Qualifications/Skills and Knowledge Requirements:**

1. High-school diploma and equivalent course work/training in human services, health sciences or related field. Related degree or progression towards a degree preferred.
2. Ability to effectively communicate with staff, volunteers and guests.
3. Able to handle sensitive situations and calmly resolve and assist in emergency situations.Able to work closely with people in a team environment with a positive attitude.
4. Ability to problem solve and exercise good judgment
5. Experience in managing a facility (household equipment, emergency systems, grounds maintenance equipment) is necessary.
6. Able to useMicrosoft Word, Excel and Outlook. Able to learn software programs such as Arreva for data entry and record-keeping
7. Ability to lift up to 25 pounds.
8. Valid driver's license
9. Comfortability and able to safely operate vehicles such as SUVs and passenger vans.

The above information in this description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this job. Management has the right to add, revise, or delete information in this description.

Acknowledgment: _____

Date:_____