



## Job Opportunity

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### Position:

Guest Services Manager

### Location:

Lemon Grove, California

### Posting Date:

February 17, 2010

## Description

**Hiring Range: \$48,375 – \$64,500**

Our unique environment requires employees with a spiritual nature who align themselves with our Mission, Values and Principles and who understand that as a 24/7 facility, there is a need to be open to a flexible work schedule, including weekends, evenings and some holidays.

If you have always yearned for a career that would give you an opportunity to make a difference by helping and being of service to others – then apply for our **Guest Services Manager** position. We are looking for passionate people who have a spiritual foundation to be part of our team and enjoy the everyday miracles that happen here. The successful candidate will be accommodating, organized and able to manage a team responsible for the Front Desk and OHI Store.

### Position Overview:

Responsible and accountable for managing office activities for all store and hotel activities, including reservations, revenue tracking and reporting, auditing for the store and hotel and purchasing. Ensures staff provides a high level of customer service with communications to clients, supervisors and other employees in a manner that is consistent with the mind, body and spiritual program.

### Responsibilities:

- Communicate, adhere to and model the organization's Mission, Core Values Guiding Principles (MVP's) and the Disciplines of Surrender.
- Manages department employees and supervises personnel performance of daily tasks related to Guest services.
- Oversees customer services duties performed by staff to ensure high hotel occupancy.
- Ensure that staff is properly trained and that on-going and effective communication to the Mission's guests and adherents is maintained.
- Manage department employees, including hiring, training, scheduling, timecards and overseeing employees and their daily activities
- Ensure staff provides accurate information to guests, inquiries and adherents; and also ensure that the main reservation phone lines are answered.
- Manage sales and marketing activities for the front desk and store to meet revenue goals: Prepare operational reports to management.
- Establish pricing based on management goals and maintaining catalogs, price lists, price tags, information sheets, forms, sign displays and merchandising.
- Handles guest grievances that are elevated to management to ensure high customer satisfaction and service.

### Qualifications: (Required)

- Bachelor's Degree; or equivalent combination of education and experience.
- 3 or more years or more of related office management experience in a customer service environment.
- 3 or more years supervisory experience managing 5 or more direct reports.
- Experience with office procedures including MS Office, Point of Sales (POS) System and Outlook , retail sales, report generation and shipping and receiving.
- 3 or more years customer service experience relating to educating clients in product support and/or product knowledge.

Preferred Industry Specific Experience: Hotel, hospitality, non-profit or religious

**We offer a rewarding non-smoking, drug-free work environment and a competitive benefits program. Join a faith-based organization committed to your success.**

