



## POSITION DESCRIPTION

**Position title:** Retreat and Hospitality Manager

**Status:** Full-time, 40 hours per week

**Reports to:** Managing Director

### A. Primary Function of this Position

The Retreat and Hospitality Manager is responsible for overseeing all retreat operations, including outreach and marketing, relationship building with parishes and groups, reserving space, and assisting with OLHSC sponsored events. This role involves supervising staff, maintaining accurate records, coordinating retreats and room rentals, and ensuring a high standard of hospitality rooted in Gospel values.

#### ***Retreat Management***

- Coordinate and oversee all retreat reservations, including overnight room accommodations and hall/breakout room rentals.
- Ensuring a seamless guest experience with the highest levels of Christian hospitality.
- Develop retreat curriculum for self-directed retreats, field trips, and special events hosted by OLHSC.
- Request maintenance or repairs as needed to maintain facility standards.
- Supervise cleaning staff to ensure all areas meet cleanliness and hospitality expectations.
- Ensure safety and security protocols are enforced.

#### ***Personnel Management***

- Hire, train, and oversee paid retreat personnel and housekeeping staff.
- Recruit and support retreat volunteers.
- Promote a positive, efficient, and customer-focused work environment.

### B. Working Environment

- Work is primarily in an indoor setting and requires the ability to walk and climb stairs.
- Must be able to use telephone (hear and speak) and use a computer and other electronic equipment, including using OLHSC assigned email.



### **C. Qualifications**

- Practicing Catholic in good standing.
- Commitment to the mission and values OLHSC.
- Experience working in a campus ministry, retreat centers, or hospitality fields, such as event planning, lodging, recreation facilities, or travel and tourism.
- Strong organizational, leadership, and communication skills.
- Proficiency in scheduling and basic financial reporting.
- Ability to manage multiple priorities and maintain attention to detail.
- Strong customer service orientation and problem-solving abilities.
- Ability to work flexible hours, including weekends and evenings as needed for retreats.

#### *Preferred Qualifications*

- Intermediate experience in Microsoft Excel and Word.
- Familiarity with booking systems.

### **D. Salary:** Commensurate with experience.

### **E. Benefits:**

- Flexible schedule.
- Paid time off for vacation and sick days.
- Paid holidays.
- Business casual dress code.
- Supportive work culture: OLHSC seeks to foster a positive, prayerful, and respectful work environment where employees feel valued and heard.
- This is a qualifying employer for the federal Public Service Loan Forgiveness (PSLF) program.
- OLHSC does not provide employer-sponsored health care, life insurance, or retirement benefits.