

## **Job Description**



### **Job Title:**

FSC Guest Service Specialist

### **Reports To:**

FSC Office Manager.

Food Service and Housekeeping Directors are resources.

### **FLSA Classification:**

Non-Exempt.

### **Creation/Last Revised:**

6/2022

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### **Job Summary:**

This position provides a variety of Franciscan Spirituality Center guest services including housekeeping, hospitality, room set-up and food service. Duties include, but are not limited to, daily center housekeeping, receiving participants, guests and visitors, answering phones, ensuring proper room set-up and offering food service. A strong understanding of guest experiences, the ability to deliver outstanding customer service and excellent communications skills will be key success factors.

**Job Type:** Full-Time; 30-40 hours per week

### **Education & Experience:**

- Previous work experience in a professional setting and assisting customers preferred.
- Knowledge of safe food handling techniques.
- Basic computer skills.

### **License requirements:**

- Must maintain a valid driver's license.

### **Essential Duties:**

- Promote the mission of the Franciscan Spirituality Center.
- Sweep, scrub, mop and vacuum floors and stairwells. Sanitize railings.
- Dust furniture, window sills, mop boards and door frames. Sanitize telephones, railings, door handles, etc.
- Wipe down walls, ceiling and woodwork. Wash windows, door panels and sills.
- Vacuum carpets, upholstered furniture and edging.

- Sanitize bathrooms; including showers, sinks, and toilets. Replenish bathroom supplies.
  - Empty wastebaskets, sanitize and provide liners for all. Water plants when requested.
  - Change bedding, clean and sanitize rooms and bathrooms for the Spirituality Center.
  - Serve meals for programs, retreats, etc.
  - Maintain the kitchenette and social rooms for food service.
  - Responsible for doing the dishes from the Spirituality Center.
  - Prepare for upcoming groups and meetings:
    - Maintain an adequate inventory of needed items. (Creamer, sugar, napkins, tea, juice, trail mix, cookies, coffee and coffee filters, etc.)
    - Monitor financial expenditures with good judgment.
  - Set-up for groups and Center guests as requested:
    - Prepare and serve coffee.
    - Ensure that serving areas are clean.
    - Pick up needed items from the FSPA kitchen, Festival, etc.
    - Prepare and/or arrange needed items (coffee, juice, water, bakery, fruit, cheese, etc.)
    - Take necessary items to the reserved meeting space.
    - Ensure that snacks and beverages are available throughout required timeframe.
  - Clean-up after meetings.
  - Ensure that assigned areas are kept stocked and cleaned.
  - Relate to and communicate with Center guests.
  - Responsible for taking the soiled towels to the laundry area and picking up clean towels.
  - Train volunteers for kitchen duties.
  - Assist with special FSC events such as Summer Programs, celebrations, special groups, etc.
  - Responsible for taking the soiled towels to the laundry area and picking up clean towels.
  - Assist in St. Rose kitchen when needed for meal preparation work.
  - Works the reception desk from 11:00 am to 1:00 pm Monday-Friday to cover breaks and as needed.
  - Graciously receive program participants, guests and visitors to the FSC. Answer the telephone and respond to inquiries.
  - Handle credit card transactions and cash payments for programs and services, bookstore and gift shop sales.
  - Manage maintenance requests for bedrooms, offices and meeting rooms.
  - Responsible for screening visitors to maintain building security.
- \*\*Other Duties as Assigned\*\***

### **Knowledge, Skills, and Abilities:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be flexible to assist where needed.
- Excellent communication/customer service skills.
- Excels in offering hospitality. Maintains a calm and warm manner when interacting with guests and visitors, even under pressure. Excellent customer service skills.
- Respects the confidentiality of others. Handles sensitive and confidential materials in a discreet, professional manner.
- Respects the diversity of spiritual beliefs and life experiences among FSC's guests and visitors.
- Must be reliable and able to work independently.
- Able to manage work with frequent interruptions.
- Ability to work effectively with others as a team member.
- Basic level computer skills.

### **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle and feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and stand. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually quiet.

**Prerequisite:** Physical exam, Tuberculosis screening test, Drug screen, Criminal Background Check.

**Disclaimer clause**

The above statements are intended to describe the general nature and level of work required of the job. They are not meant to be an exhaustive list of all responsibilities, duties and skills required. FSPA reserves the right to change job responsibilities, duties and hours as needed.

I have read and understand the job description. I agree to accept the responsibilities and duties as outlined.

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Signature

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Date