



Job Description: Hospitality Director

Purpose of the Position

The Hospitality Director provides leadership for the guest-facing operations of Kuriakos. The position is responsible for creating a welcoming, well-organized, and hospitable experience for rental groups, retreat guests, and other visitors to Kuriakos.

The Hospitality Director leads the hospitality operations associated with rental group bookings, internal retreats, housekeeping, food services, guest amenities, and guest readiness. The position works closely with the Executive Director and other Directors to ensure that guests are well cared for and that Kuriakos's facilities and services are prepared to meet their needs.

Areas of Responsibility and Essential Functions

1. Rental Groups and Guest Services

Provide leadership for the booking, coordination, and care of rental groups from initial inquiry through departure.

- Lead the rental group booking and guest-service process.
- Serve as the primary contact for rental groups and coordinate their accommodations, meals, arrival and departure, and other hospitality needs.
- Ensure guest information and hospitality needs are communicated effectively to the appropriate Kuriakos staff.

2. Internal Retreat Hospitality

Provide leadership for the hospitality needs of Kuriakos's internal retreats, gatherings, and staff events.

- Coordinate accommodations, meals, dietary needs, schedules, spaces, arrival and departure, and other practical hospitality needs.
- Work with Kuriakos staff and leadership to ensure that internal gatherings are well prepared and supported.

3. Housekeeping and Accommodation

Provide leadership for housekeeping operations, and ensure guest accommodations and shared spaces are clean, welcoming, accessible, and ready for use.

- Lead housekeeping operations, including room preparation, room turnover, common areas, washrooms, kitchens, dining spaces, and other guest areas.
- Recruit, train, schedule, supervise, and support housekeeping staff and volunteers.
- Establish and maintain appropriate standards and systems for housekeeping, linens, cleaning supplies, and accommodation readiness.
- Participate directly in housekeeping and room preparation as required.

4. Food Services

Provide leadership for food service operations and kitchen readiness for rental groups, KOS programs, internal retreats, and other scheduled guest use so that guests receive safe, appropriate, timely, and hospitable meal service.

- Ensure meals are planned, food purchased and prepared for Kuriakos programs.
- Recruit, schedule, train, and supervise food-service staff, volunteers, and contractors as appropriate.
- Participate directly in food preparation, cooking, baking, meal service, kitchen cleanup, and related duties as required.

5. Facility & Group Readiness

Coordinate the physical preparation of facilities for rental groups, internal retreats, KOS groups, programs, and organizational events.

- Reviewing upcoming group requirements and coordinating room setups, sleeping-space readiness, dining-space readiness, and hospitality requirements.
- Working with Property leadership regarding repairs, maintenance, building access, and facility concerns.
- Ensuring spaces are reset following group departures and prepared for upcoming users.
- Communicating readiness issues promptly to the Executive Director and relevant team members.
- Coordinating physical guest-readiness needs with other Directors where their groups or programs are involved.

6. Retail and Guest-Facing Services

Provide leadership for guest-facing retail services.

- Coordinating the physical operation and presentation of the canteen and Kuriakos swag areas and ensuring retail spaces are clean, organized, stocked, and welcoming.
- Communicating inventory needs and sales information to the Finance Administrative Director and supporting additional guest services and hospitality amenities offered by Kuriakos.

7. Operational Communication & Continuous Improvement

Support effective communication and continuous improvement across hospitality operations.

- Participating in regular planning for upcoming groups, retreats, and seasonal programs.
- Maintaining clear hospitality procedures, checklists, and turnover systems.
- Identifying opportunities to improve guest experience, workflow, cleanliness, and operational efficiency.
- Providing feedback regarding recurring guest needs, facility issues, and hospitality trends.

Decision-Making Authority

The Guest Hospitality Manager is authorized to:

- Make operational decisions within the hospitality portfolio that support approved policies, schedules, budgets, and organizational standards.
- Develop and implement hospitality, housekeeping, and guest-readiness procedures consistent with Executive Director direction.
- Supervise and direct hospitality, housekeeping, and food-service staff and volunteers within the approved organizational structure.
- Approve routine hospitality expenditures within delegated financial authority.
- Adjust housekeeping, setup, and hospitality priorities in response to group schedules and operational needs.
- Recommend improvements to guest-service systems, staffing, facility readiness, and hospitality practices.
- Represent Kuriakos in rental, retreat, and hospitality matters with guests, caterers, vendors, and contractors as delegated by the Executive Director.

Matters involving strategic direction, significant financial commitments, policy development, staffing structure, or organizational risk remain the responsibility of the Executive Director and, where appropriate, the Board of Directors.

Relationships & Supervision

Reports to: Executive Director

Supervises: Housekeeping staff, food-service staff, and volunteers assigned to the Hospitality portfolio.

Works closely with:

- Executive Director
- Year-Round Director team
- Seasonal staff
- Contractors
- Volunteers

Minimum Qualifications

- Post-secondary education or training in hospitality, food service, business, recreation, or a related field, or equivalent experience.
- Experience in hospitality, food service, housekeeping, guest services, or a related field.
- Experience supervising or leading staff and volunteers.
- Strong organizational, communication, interpersonal, and customer-service skills.
- Ability to manage multiple bookings, schedules, and operational priorities.
- Knowledge of food safety and safe food-handling practices.
- Ability and willingness to perform hands-on housekeeping, food preparation, and other hospitality duties as required.
- Ability to work independently while collaborating effectively with other Directors and staff.
- Commitment to the mission, vision, and values of Kuriakos.
- Willingness to participate in the life and community of Kuriakos.
- Valid driver's licence.
- First Aid/CPR and other relevant safety certifications are assets.

Physical Requirements

- Able to be active and on feet for significant portions of the workday.
- Able to move between buildings and guest spaces throughout the Kuriakos site.
- Able to perform or assist with light setup, lifting, housekeeping, and hospitality tasks as required.

Work Schedule

This is a 0.8 FTE position normally working four days per week. Because hospitality operations are shaped by guest bookings, retreats, and seasonal activity, the work schedule will be flexible and arranged in consultation with the Executive Director. Occasional evenings and weekends are expected as part of the position, particularly during periods of high guest activity.

The overall schedule will be managed to reflect the four-day-per-week appointment.

Core Competencies

Personal

- **Attention to Detail:** Consistently attends to the many small pieces which must be assembled into an organized whole; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.
- **Aesthetic Awareness:** Demonstrates a natural awareness about the effective organization of space for different purposes; possesses a natural orientation towards cleanliness and orderliness of space; appreciates the value of and need for sacred space and knows how to physically tend to it.
- **Compassion and Care:** Exudes a natural sense of care for the well-being of others; responds with empathy to the life circumstances of others; communicates a sense of support in his or her very presence; demonstrates appropriate and boundaried expressions of care.
- **Ethics and Values:** *Honors the core values and beliefs of the organization in his/her choice of behaviors; consistently embodies appropriate behavioral choices in both stressful and nonstressful situations; practices the behaviors he/she advocates to others.*
- **Influencing Others:** Encourages others to cooperate, participate, provide resources or make decisions, in service to the work at hand; uses verbal and nonverbal skills to communicate respect for others, and to generate energy passion and commitment to an idea; creates an environment that others want to participate in.
- **Informing Others:** Provides the information people need to know to do their jobs well; helps people understand the information and knowledge and its relevance to the task at hand; is timely and transparent in the sharing of information.
- **Initiative:** Enjoys working hard; is action oriented and energetic about worthwhile activities; not fearful of taking calculated risks; seizes opportunities; sets demanding but achievable objectives for self and others.
- **Integrity and Trust:** *Is seen as trustworthy by others; practices direct, honest and transparent communication; keeps confidence; admits mistakes; doesn't operate with hidden agendas; responds to situations with constancy and reliability.*
- **Interpersonal Skills:** *Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the congregation; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.*

- **Mission Ownership:** *Demonstrates understanding and full support of the mission, vision, values and beliefs of the congregation; can demonstrate those values to others; consistently behaves in a manner congruent with the mission, vision, values and beliefs.*
- **Personal Resilience:** *Can effectively cope with change and uncertainty; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; can comfortably handle risk and uncertainty; is flexible.*
- **Time Management:** *Is able and willing to focus time on tasks that contribute to organizational goals; Uses time effectively and efficiently; values time and respects the time of others; concentrates his/her efforts on the most important priorities; can appropriately balance priorities.*
- **Written Communication:** *Is able to write clearly and succinctly; employs correct grammar, punctuation and patterns of speech; clearly delivers message in a tone appropriate to the context.*

Organizational

- **Helping Orientation:** *Demonstrates concern for and attends to the needs of the organization's internal and external constituents; projects a sense of empathy and understanding when dealing with members and friends of the organization; is able and willing to supply answers and resources that others find satisfying.*
- **Priority Setting:** *Spends his/her time and directs the time of others to what is important; quickly zones in on the critical issue and ignores or minimizes distractions; can sense what will help or hinder accomplishing a goal; eliminates roadblocks; demonstrates focus.*
- **Team Orientation:** *demonstrates interest, skill and success in team environments; promotes group goals ahead of personal agendas; steps up to offer self as a resource to other members of the team; understands and supports the importance of teamwork; shares credit for success with others, takes responsibility for his or her part in team failures.*

Supervisory

- **Delegation:** *Clearly and comfortably delegates both routine and important tasks and decisions; appropriately shares authority and responsibility; creates accountability; sets clear objectives and measures, monitors process, progress and results; builds feedback loops into the work; trusts people to perform their own work.*
- **Developing Others:** *Provides others with challenging and stretching tasks; holds frequent developmental discussions; is aware of the developmental aspirations of others; encourages people to accept challenging assignments.*
- **Hiring and Staffing:** *Identifies new talent; attracts and hires the best people; clearly defines the essential functions and core competencies of a role before hiring; is not afraid of selecting strong people; does not discriminate in hiring practices; seeks to strengthen the team through the addition of diversity.*
- **Motivating Others:** *Creates a climate in which people want to do their best; can motivate employees, volunteers and members; empowers others; invites shared input and decision making; makes each individual feel that his/her work is important.*
- **Supervising Work:** *Is good at establishing clear expectations and setting clear direction; sets stretching objectives; distributes the workload appropriately; provides regular and ongoing feedback about performance; proactively deals with substandard performance; engages disciplinary processes in a timely manner.*
- **Teambuilding:** *Blends people into teams when appropriate; leads the team successfully through difficulties and challenges, including conflict, diversity and inclusion issues within the team; creates strong morale and spirit in his/her team; shares wins and successes; defines success in terms of the whole team; creates a feeling of belonging and pride in the team.*

Spiritual

- **Hospitality/Accessibility:** *Generates a sense of hospitality and or accessibility by his or her very presence; communicates a sense of availability, warmth, openness and approachability; fosters natural connections between members of the congregation and with visitors; supports a culture of welcoming and connection in the life of the organization.*
- **Spiritual Maturity:** *Shows strong personal depth and spiritual grounding; demonstrates integrity by walking the talk, and by responding with constancy of purpose; is seen by others as trustworthy and authentic; nurtures a rich spiritual life; seeks the wisdom and guidance of appropriate mentors; can articulate a clear and consistent theology.*