

QUAKER CENTER

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December 2024

Position: Office and Hospitality Manager

Reports to: Director

Start date: *March 2025*

OVERVIEW

The Ben Lomond Quaker Center is a conference and retreat center under the care of the Religious Society of Friends (Quakers). The Center hosts about a dozen of its own retreat programs each year, both in-person and online, with an emphasis on spiritual growth and Friends' Testimonies. In addition, Quaker Center hosts two summer camps, and offers lodging and meeting space to groups and guests year round. These guests include families and individuals here for personal retreats and visits, and a wide array of social justice and spiritually-oriented groups and organizations.

The office and hospitality manager (OHM) is a **live-in, full-time, exempt** staff position. The OHM works to help coordinate and support the groups and guests that come to stay in Quaker Center's lodges and cabins. This includes caring for guest facilities and supplies; coordinating guest and group reservations, arrivals and departures; and tending to the needs of groups and guests during their stay. The OHM has some regular housekeeping duties including cleaning, laundry and preparing cabins and lodges for arriving guests, and is also involved in other ongoing work and projects at Quaker Center. Like all staff members, the OHM represents Quaker Center and Friends' values to all visitors.

Working hours at Quaker Center may be irregular, particularly when there are groups or events here. Additionally, while many Quaker Center groups and guests are largely self-sufficient (it is considered a 'do-it-yourself retreat center'), it is necessary for a staff member to be onsite and available while groups are present.

The office and hospitality manager supports and works closely with the director to help carry out Quaker Center's mission "to nurture the spiritual growth and faithfulness of Friends and others." They are a core member of our small, on-site team.

Because we are a small team, members' tasks often overlap. Like all Quaker Center residents, the OHM will be asked to help out as needed both in emergencies and other extraordinary situations, as well as in the day-to-day running of the Center.

Working environment. Quaker Center is located on 80 acres of redwood forest in the small town of Ben Lomond, California in the rural San Lorenzo Valley. This is a mountainous region known

as the 'North County' of Santa Cruz County. Quaker Center is one mile from Highway 9. Living and working in a mountain forest offers a constant wealth of natural beauty, simple gifts, and wild sounds, sights and smells. It also involves a rugged lifestyle and demanding environment in which navigating road closures, extreme weather, power outages, and the dangers of fire and storms may be part of daily life.

PRIMARY DUTIES AND RESPONSIBILITIES

Accountability

The OHM meets regularly with the director and team members to review the reservation and event calendar and determine short and long-term goals, and participates in the weekly staff meeting and other staff functions.

Hospitality responsibilities

- With the director, coordinate group and guest reservations in the Center's lodges and cabins
- Communicate and correspond with potential groups and guests
- Prepare contracts and coordinate group and guest deposits and payments and duly record
- Provide logistical support for Quaker Center guests and groups while they are here
- Welcome and orient groups; supervise departure and final clean-up
- Lead tours of Quaker Center as needed
- Manage Quaker Center's role as an occasional wedding site
- Receive visitors (both expected and unexpected)

Office Management

- Answer phones and general email inquiries
- Order and resupply office supplies as needed

Operations and housekeeping

- In concert with other team members, coordinate preparation of facilities for groups and guests
- Prepare and clean designated facility areas (dusting, sweeping, vacuuming, mopping, bathrooms, laundry etc.), and stock and supply facilities
- With the director and maintenance technician, coordinate calendar of deep cleaning and improvement projects
- Work with third-party vendors and service providers (repair people, contractors, suppliers)
- Research, order and/or purchase materials and supplies for the facilities

Additional duties:

Our hospitality work varies according to our guest and group calendar. At times it may keep us all

busy, at other times it may recede. When the above work subsides, the OHM may also be expected to

- Assist in general day-to-day tasks at Quaker Center (running errands, light maintenance, etc.)
- Perform data entry in guest and donor databases
- Support the creation and updating of printed and web-based materials
- Take on additional approved projects
- Assist other staff with their duties or special projects as needed

QUALIFICATIONS

- Ability to speak comfortably with individuals and groups
- Experience and spiritual alignment with Quaker values and decision-making practices
- Flexibility in responding to unforeseen events; ability to remain calm in stressful situations
- Demonstrated commitment to Quaker testimonies including: integrity, simplicity, peace, equality, community and environmental stewardship
- Strong computer skills related to office management and communications, and the willingness to learn what is required to perform relevant tasks
- A valid driver's license and a good driving record

PHYSICAL REQUIREMENTS

This is a physically active job. Quaker Center employees frequently traverse much of the campus multiple times daily and are often on their feet for hours at a time. Prospective employees should have the fortitude and endurance to work seven days a week at times. They should also be able to:

- Walk over uneven terrain and steep hills
- Load and unload supplies from vehicles and move to storage or use sites
- Carry objects between buildings
- Perform basic housekeeping tasks

ADDITIONAL EXPECTATIONS OF ALL QUAKER CENTER EMPLOYEES

- A welcoming attitude and willingness to provide hospitality for visitors to Quaker Center
- Openness to a wide range of spiritual beliefs and experiences, cultural backgrounds, practices and differences (of all kinds)
- Appreciation of the role of Quakerism in the mission, work and daily life of Quaker Center
- Willingness to pitch in and help out with all aspects of running and maintaining a retreat center in a redwood forest.
- Quaker Center employees are required to be fully vaccinated and boosted against Covid-19
- Up-to-date CPR and First Aid certification (or willingness to obtain these)

COMPENSATION

This is a salaried, exempt position. The starting annualized salary for this position is \$32,500.00, spread over 24 pay periods. An annual review will be conducted each year on or around the time of your hiring date. At that time any merit or cost of living increases may be discussed and, if approved by the Director, submitted for approval to the Finance and Personnel Committees. Any approved increases will go into effect no later than one month following Board level approval.

This position also includes the following benefits:

- On-site housing and utilities
- 15 Paid time off (PTO) days per year and 9 paid holidays per year
- 3% matching funds for retirement in a simple I.R.A. at IMPAX World Funds
- Various household supplies that Quaker Center buys in bulk (paper and cleaning products)
- Complimentary participation in Quaker Center programs, including meals
- 5 nights guest use of one of the Quaker Center sojourner spaces each year
- Use of Quaker Center facilities and equipment when not needed for Quaker Center business

DURATION OF CONTRACT

This is an annual contract, and will be reviewed and renewed, upon mutual consent each year concurrent with your annual performance review. The first year of this contract also includes an initial six-month probationary trial period, at the end of which the OHM and the Director should mutually agree whether to continue with this agreement.

TO APPLY

Send an email to nico@quakercenter.org and include a cover letter, resume, and three references (contact information: phone number and/ or email address) with the subject line: Office and Hospitality Manager. This job offer will remain open until filled.