

## **Spruce Lake Retreat**

### **Environmental Services Host**

Type: Full-time / Salary

Department: 400 Operations SL

### **Position Description**

The Environmental Services Host (EVS Host) is responsible for a seamless guest group leader experience as they transition from the guest group coordinator to their onsite experience. The EVS Host will acquire knowledge of groups unique needs and requests prior to arrival and is able to communicate critical information to enhance the guest experience and adherence to Spruce Lake policies and procedures. The EVS Host is the primary on call guest group liaison for the duration of a group's occupancy.

### **Prerequisites:**

- Growing, personal relationship with Jesus Christ
- Must affirm, live, and model Spruce Lake statement of faith and core values
- Must have a teachable spirit, team-player attitude, and servant heart.
- Must be responsible, industrious, hospitable, and enthusiastic.

**Accountability** Accountable to the Director of Operations

### **Qualifications**

- Effective interpersonal communication skills, both verbal and written
- Experience with audio visual equipment.
- Overnight, weekend and rotating holiday on-call availability
- Ability to work effectively in a team environment
- Knowledge of commercial/hospitality cleaning processes and procedures
- Basic math, reading and computer skills including Microsoft office suite and databases
- Self-motivated, detail oriented and organized.

**Physical Requirements:** Physically fit: able to stand and walk for long periods of time, lift 50 lbs., climb ladders, perform repetitive motions with arms, wrists, shoulders and to bend, kneel and stretch.

### **Essential Responsibilities**

- Collaborates with EVS, guest services and facility teams to ensure timely communication regarding guest rooms, meeting rooms and common area occupancy arrival and departure procedures.
- Implement all guest group welcome, check in and check out procedures.
- Provide group accountability for challenges or concerns related to group experience or Spruce Lake policies.
- Implement all evening close down procedures.
- Have comprehensive knowledge of emergency procedures, including pest/bed bug procedures
- Troubleshoot audio visual needs upon request.
- Member of the EVS teams, participating in operations and housekeeping duties as needs arise and schedule allows.
- Notify EVS Manager, guest services and/or facility teams of any property damage or repair needs.
- Promote a positive work culture by modeling Spruce Lake core values and promoting "3 Steps of Service".

### **Other Responsibilities**

- Attend weekly staff prayer meeting
- Member of weekly host team meetings
- Other duties as assigned