



Lead Hospitality Coordinator Job Description

Date: February 2025

Status: Non-exempt

Reporting Supervisor: Director of Guest Operations

Position Grade: 2

Position Overview:

The Lead Hospitality Coordinator is a part time employee of Stan Hywet Hall & Gardens hired by the President & Executive Director upon recommendation of the Director of Guest Operations. They are responsible for overseeing the day-to-day front-line activity and assisting in management of staff and volunteers. The Lead Hospitality Coordinator is responsible for providing leadership to achieve a superior level of hospitality skills to meet the expectations of Stan Hywet's guests.

Essential Duties and Responsibilities:

1. Responsible for maintaining a high level of quality, professionalism and leadership in all front-line areas when working with the public, staff or volunteers.
2. Assist the Guest Operations Manager with performance evaluations for all hospitality staff.
3. Responsible for training and coaching front-line staff and volunteers.
4. Act as a back up to the Guest Operations Manager and assist with emergency staffing needs for Molly's Shop & Café, as needed.
5. Work closely with the Group Sales, Rental Services, Public Programs and Tour Services departments to provide assistance with all groups, events or special needs.
6. Must be trained in all hospitality areas and have the ability to provide breaks as needed.
7. Must have an extensive knowledge of Stan Hywet's tours, rentals, public programs and membership opportunities.
8. Oversee all day-to-day guest service activities. This includes greeting guests, admissions process, Playgarden and general amenities on the estate.
9. Ability to drive a tram and certification required.
10. Direct and assist with deliveries for the property including deliveries and installations for events.
11. Must know Stan Hywet Hall & Gardens safety and security policies including being able to complete accident reports. CPR and basic first aid knowledge required.
12. Must be able to maintain and balance petty cash and conduct error-free monetary transactions.
13. Must be able to handle guest complaints and the ability to encourage them to use comment cards.
14. Responsible for the opening and closing of the property on a daily basis.
15. Maintain a clean, safe, enjoyable and helpful atmosphere for visitors and staff.
16. Direct guest services staff in assisting with daily maintenance related to hospitality. This includes trash removal, delivering packages, receiving food & beverage deliveries and cleaning restrooms.
17. Check daily for safety issues and damages and report them to the Guest Operations Manager.
18. Work with the Guest Operations Manager to develop standard operating procedures for the department and ensure these standards are met.
19. Other duties as assigned.



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Qualifications:

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, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must have a valid Ohio Driver License.
2. Ability to interact effectively, professionally, and courteously with guest, staff, and volunteers.
3. Ability to relate to persons of all ages and of diverse backgrounds, skills and abilities.
4. Must be able to handle multiple projects or tasks and be detailed oriented.
5. Responsible for consistently demonstrating excellent judgment and good human relations skills.
6. Flexible work schedule.

Education and/or Experience:

1. A minimum of a high school diploma, or equivalent, is highly desirable.
2. Must have a minimum of 1 year of experience as a hospitality coordinator.
3. Previous management experience a plus.

Usual and Customary Expectations:

1. Should expect constant bending, stooping, kneeling, and crouching; and requires full extension of arms, and grasping, holding and pulling in all these positions.
2. Should be able to lift and carry approximately 25 pounds.
3. Work in a standing position 95% of the day.
4. Non-traditional hours required.

Acknowledgement:

Employee's Signature

Date

Authorized Signature

Date