



Hospitality Specialist

Hazon works to create healthier and more sustainable communities in the Jewish world and beyond. We're the largest dedicated environmental organization in the American Jewish community. In aggregate we're seeking to shift the nature of what it means to be Jewish in the 21st century – enabling and encouraging Jewish people to have an impact in the world and transforming Jewish life in the process. We are based in New York City and the Isabella Freedman Jewish Retreat Center in Falls Village, CT. We also have offices in Denver, Boulder, and Detroit.

The Hospitality Specialist is the primary point of contact for guests outside of the program experience to create a positive, guest friendly environment. This position primarily helps to meet all guests' needs including during meals and for their housing. This person should uphold excellent customer service standards in alignment with mission and values of Hazon.

The hospitality specialist is based at Isabella Freedman Jewish Retreat Center and will report to the Director of Hospitality & Executive Chef. Isabella Freedman hosts over 6,000 guests a year for retreats that are 3 days to 3 months long. This position will be part of supporting guests having deeply transformative and powerful retreats.

Responsibilities include

- Welcome guests and employees, ensuring they feel important and appreciated.
- Respond to guest inquiries and/or concerns during their stay. Intentionally find ways to serve others and anticipate their needs.
- In collaboration with other departments, create a seamless experience for guests.
- Supporting the Hospitality Department with various tasks as assigned.
- Flexibility to work within different departments as needed: guest services, housekeeping, kitchen

Qualifications

- Excellent customer service skills; ability to maintain professionalism.
- Experience working within at least one of these areas (guest services, dining, housekeeping), but work experience in all departments a plus.
- Strong communication skills.
- Creative thinker with strong problem solving skills.
- Ability to multi-task.

How to Apply

To apply, send resume and cover letter to jobs@hazon.org with "Hospitality Specialist" in the subject line. Applications will be reviewed on a rolling basis starting July 17, 2018.

Salary is commensurate with experience, including benefits package.

Hazon is strongly committed to equal employment opportunities for all individuals. Hazon will make all employment decisions for staff and applicants without unlawful discrimination as to race, creed, color, national origin, gender identity and expression, age, disability, marital status, sexual orientation, alienage, citizenship or any other basis protected by law. This policy applies to all terms and conditions of employment including but not limited to recruiting, hiring, compensation, training and development, benefits, promotion, demotion transfer, discipline or termination. All Hazon staff, regardless of position, are expected to maintain and live up to the true meaning of nondiscrimination.