



Guest Services Specialist

Isabella Freedman Jewish Retreat Center, located on 400 acres in Falls Village, CT, is a year-round farm-to-table kosher retreat center that serves over 6,000 guests of all ages and backgrounds each year. Isabella Freedman is the home of Hazon, the Jewish lab for sustainability. We hope that people who come to Isabella Freedman deepen their Jewish identities; experience the connection between inherited Jewish wisdom, food, climate, and the natural world; and become linked with others who care about creating a more sustainable Jewish community and world.

We are hiring a Guest Services Specialist for our Retreat Sales & Outreach Department.

This position is based at Isabella Freedman Jewish Retreat Center in Falls Village, CT, and is supervised by the Director of Retreat Sales & Outreach. Housing may be available.

Responsibilities include:

- Welcoming guests and ensuring they feel important and appreciated.
- Respond to guest inquiries and/or concerns during their stay. Intentionally finding ways to serve others and anticipate their needs.
- In collaboration with other departments, create a seamless experience for guests.
- Program room set up and breakdown, clean up and general maintenance of the physical space throughout the day including furniture and equipment set up
- Providing excellent customer service to guests before and after their stay, as well as during check-in.
- Assist the Retreat Center staff as needed.

Qualifications

- Excellent customer service orientation
- Strong organizational skills
- Proficiency with computers & willingness to adopt new platforms e.g. RetreatGuru, Salesforce
- Enjoys public speaking, often to large groups of people
- A quick learner with strong problem-solving skills
- An enthusiasm for engagement with, and learning about Jewish customs (holidays, general practices, demographics, etc.)

How to Apply

Email a resume, a thoughtful but brief cover letter to jobs@hazon.org, with the subject line "Guest Services Specialist".

Your cover letter should outline how your skills and experience meet the qualifications of the position and state how you heard about this opportunity. Resume and cover letter should be in Word format.

Applications will be reviewed on a rolling basis until the position is filled; please apply expeditiously.

Salary range is \$25k — \$35k, including benefits package.

Equal Opportunity Statement: 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, 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.