



Hospitality Specialist

Hazon is the national umbrella organization leading the Jewish environmental movement, and the largest faith-based environmental organization in the U.S, leading the Jewish response to the climate crisis and working in coalition with other faith and cultural groups as well. Now, Hazon is merging with the strongest Jewish retreat center and JOFEE site in North America, the Pearlstone Campus just outside of Baltimore, creating a stronger organization than ever before to lead the Jewish, Outdoor, Food, Farming and Environmental Education (JOFEE) world and the Jewish environmental movement as a whole.

Isabella Freedman Jewish Retreat Center is a year-round 180-person retreat facility that is located in Falls Village, CT. The Hospitality Specialist is the primary point of contact for guests outside of the program experience to create a positive, guest friendly environment with attention to detail according to cleanliness, timeliness, and responding to requests. This position primarily helps to meet all needs in regards to housing and guest rooms. This person will report to the Retreat Services Manager. This position requires a flexible schedule including nights, holidays, and weekends.

Responsibilities include

- Ensure cleanliness and housekeeping duties are performed in guest rooms.
- 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 and kitchen.
- Able to operate company vehicle.
- Flexibility in scheduling; weekends, evenings, weekdays, snow storms, etc.
- Ability to complete training; work independently and as a team.

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.
- Ability to pass insurance background check.

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 November 19, 2021.

Salary range starting at \$15.00, including benefits package.

New employees are eligible for a signing bonus of \$1,000. At the time of hire, the new employee will receive \$250. After 45 days, provided they have no active disciplinary issues, the new employee will receive the remaining \$750.

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.

Frequently cited statistics show that women and underrepresented groups apply to jobs only if they meet 100% of the criteria. Hazon encourages you to break that statistic and apply.