



Guest Services Associate

Hazon is the largest faith-based environmental organization in the U.S. and is building a movement that strengthens Jewish life and contributes to a more environmentally sustainable world for all. We are based in New York City, the Isabella Freedman Jewish Retreat Center in Falls Village, CT, and Detroit, MI. Isabella Freedman Jewish Retreat Center is a year-round 180-person retreat facility that is located in Falls Village, CT.

This part-time position will be based at the Isabella Freedman Jewish Retreat Center and will report to the Director of Retreats, Simone Stallman. This position requires a flexible schedule including nights, holidays, and weekends.

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 and cover letter to jobs@hazon.org, with the subject line "Guest Services Associate".

Salary range is \$13.00-\$16.00 per hour.

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.