



GUESTHOUSE HOST JOB DESCRIPTION

Department:	Housing
Supervisor:	Director of Housing
Hours:	Irregular depending on housing needs. Typically 10-25 per month. May require extra hours during Hybrid weeks, Interterm and special events
Pay:	\$11.55/hour
Start Date:	April or May 2021. Application review begins immediately and will continue until the position is filled.
Summary:	Hospitality toward guests is an important part of the mission and vision of AMBS. The Guesthouse Host cleans and maintains AMBS' guesthouses and guest rooms: laundering linens, purchasing breakfast items and household supplies, placing lock boxes for guests arriving after-hours and responding to lock-outs. Requirements include cleanliness and attention to detail, flexibility, hospitality skills, self-motivation and working closely with the Housing and Maintenance teams.

Background Information:

The seminary owns three adjacent properties on Sixth Street: the Frey Guesthouse, the C.J. and Wilma Dyck Guesthouse, and (to be completed in 2021) the Poustinia House. These houses serve as overnight accommodations and retreat spaces for guests of the AMBS community, including visiting speakers, pastors, Continuing Education participants, commuter students, Board members, prospective students, family members of students, and others. An AMBS student and/or a student's spouse serve as host(s) for these houses.

In addition to welcoming and assisting guests, the Guesthouse Host is responsible for maintaining the cleanliness and supplies of the houses. The Guesthouse Host will frequently consult with the Director of Housing and the Maintenance department.

The Director of Housing will be responsible for accepting reservations and making room assignments. These are communicated to the Guesthouse Host along with information about requested breakfasts, lock boxes or other accommodations.



Responsibilities and Duties

- Offer hospitality to guests as appropriate to the guest's desire and needs. This may include leaving a simple welcome note in the guest's room, offering a tour of campus, or inviting guests to share an evening snack and chat.
- Be available via phone for guest questions and concerns. The Director of Housing will provide the host's phone number to incoming guests via email in case the need for assistance arises.
- Ensure that the kitchens are supplied with tea, coffee, juice and microwave popcorn.
- Clean each bedroom and bathroom as soon as possible after a guest's departure (no longer than 24 hours) in order to be prepared for guests on short notice. This includes laundering and folding sheets and towels, making beds, dusting as needed, and thoroughly cleaning the toilet, sink, bathtub/shower, and floors. It also requires checking to see that the rooms are appropriately supplied.
- Clean the common areas of the houses regularly. This includes, but is not limited to: repositioning chairs, vacuuming and dusting, replacing light bulbs, washing dishes, scrubbing the microwave.
- Keep accurate timecard, recording hours on the job.
- Place lock boxes for guests arriving after office hours.
- Return room keys and lock boxes to the Director of Housing.
- Purchase and set out continental breakfast foods for guests (fresh fruit, juice, milk, cereal, bagels or muffins, toast), when requested by the Director of Housing.
- Purchase supplies as needed; clear larger purchases with the Director of Housing.
- Notify Maintenance of needed repairs.
- Arrange for substitute coverage when away from campus. Substitute should be either the Housing Assistant or someone on student payroll and approved by the Director of Housing. Likewise, Host may occasionally be asked to fill in for Housing Assistant.
- Shovel snow and salt the sidewalks surrounding the guesthouses when needed. Keep sidewalks swept clean of leaves and dirt.
- Take out trash and recycling each week.
- Attend Housing Committee meetings as necessary and participate in decision-making regarding resident and guest housing

The host(s) may have personal guests stay in the houses for no charge at times when rooms are not reserved for official guests. In this event, the host must clean the rooms without recording the time for payment by the seminary.

**Qualifications and Skills:**

- Excellent cleaning skills and attention to detail
- Self-motivation
- Flexibility with awareness that there are busy seasons and very slow seasons in guesthouse use
- Ability to maintain rapport and frequent communication with Director of Housing and Maintenance Department
- Attention to guests' comfort and concerns
- Priority in hiring will be given to students/student spouses living on campus
- Ability to appropriately navigate cultural differences and other diversity
- Commitment to undoing racism and/or similar initiatives required

Hiring Policy

Commitment to Anabaptist Mennonite Biblical Seminary's mission and support of its Anabaptist and ecumenical vision are essential. AMBS does not discriminate against employees or candidates for employment on the basis of race, sex, color, national origin, age, disability, sexual orientation, gender identity, or any other legally protected status.

Date description was written/updated: 3/29/2021