

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Laity Lodge Guest Care Specialist</b>
<b>DEPARTMENT:</b>	Laity Lodge
<b>REPORTS TO:</b>	Hospitality Manager
<b>EFFECTIVE DATE:</b>	
<b>CLASSIFICATION:</b>	<b>Non-Exempt</b>
<b>HOME LOCATION:</b>	<b>Kerrville, Texas</b>

**POSITION SUMMARY:** The Laity Lodge Guest Care Specialist plays a key role in facilitating the guest experience for all Laity Lodge programs. This position coordinates all aspects of guest registration, resource personnel coordination, and administrative support, working closely with the Hospitality Manager and the broader Lodge team to ensure each guest's experience—from inquiry to arrival to departure and follow up—is characterized by excellence, clarity, and care.

**PROGRAM MISSION:** As part of The H. E. Butt Foundation, Laity Lodge hosts lay people in a uniquely hospitable environment for the purposes of renewal and learning.

**ORGANIZATIONAL VALUES:** Rooted in our Christian faith, daily work reflects the Values of Hospitality, Stewardship, Unity, and Excellence.

### **ESSENTIAL FUNCTIONS:**

#### **Guest Registration & Communications**

- Serve as the primary administrator for all guest registration processes using the Foundation's registration platform (currently CircuiTree).
- Configure and manage event registration portals in collaboration with the program and hospitality teams.
- Act as the main point of contact for registration inquiries by phone and email, providing prompt, friendly, and accurate communication.
- Maintain accurate and confidential guest records, including dietary requirements, room preferences, and payment information.
- Coordinate pre-arrival and post-departure communications to ensure guests are well-informed and supported throughout their retreat experience.

#### **Housing & Logistics**

- Assign rooms and manage housing logistics with sensitivity to guest needs, accessibility requirements, and group configurations.
- Prepare housing rosters, guest lists, and pre-retreat reports for internal stakeholders.
- Communicate with Canyon Operations and the Guest Care team to ensure smooth transitions, check-ins, and special accommodations.

#### **Resource Personnel Coordination**

- Manage contractual and administrative processes with resource personnel and institutional partners.
- Prepare and track contracts, coordinate travel arrangements, manage honoraria, and ensure timely communication with all contributors.

- Maintain accurate records and ensure all resource personnel information is organized for accounting and program reporting.
- Serve as a key administrative liaison between resource personnel, the Laity Lodge program team, and Foundation departments (Accounting, HR, etc.).

#### **Administrative Support**

- Assist in developing and maintaining systems that support guest registration, billing, and reporting.
- Track data related to attendance, scholarships, and guest engagement for impact measurement and program evaluation.
- Contribute to budget processes, meeting preparation, and departmental planning.
- Occasionally support on-site guest hospitality, including check-in and welcome responsibilities during retreat weekends.

#### **Team Collaboration**

- Work closely with the Hospitality Manager and Director of Programs to maintain alignment across guest, hospitality, and program functions.
- Participate in periodic review and improvement of registration and communication systems.
- Assist with training or onboarding of seasonal or associate staff as needed.

#### **QUALIFICATIONS:**

- Bachelor's degree preferred; minimum 2–3 years of administrative or customer service experience required.
- Experience with event registration software or CRM platforms strongly preferred.
- Experience coordinating logistics for speakers, artists, or other program contributors is a plus.
- Experience in nonprofit, higher education, or faith-based contexts preferred.
- Committed to the mission of Laity Lodge and the values and faith convictions of the H. E. Butt Foundation.

#### **COMPETENCIES-Knowledge, Skills, and Abilities:**

- Excellent professional communication skills: verbal and written
- Strong interpersonal skills
- Strong decision-making abilities
- Analytical and detail-oriented
- Ability to work independently, self-directed
- Effective time management
- Ability to use discretion and maintain confidentiality
- Balances team and individual responsibilities
- Strong knowledge of Microsoft Office Suite

#### **WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:**

##### **Mental and Physical Demands**

Maintain emotional control under stress; work with interruptions and deadlines; walking, standing, stooping, bending, pulling, and pushing, use hands and fingers for typing and to handle controls; reach with hands and arms; occasional: lifting/carrying, pulling/pushing 10-30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

##### **Environmental Factors**

Occasional exposure to biological hazards (communicable diseases, bacteria, insects, mold, fungi, etc.). Occasional exposure to weather related conditions when working in outside environment and events. This job operates primarily in a professional office environment mainly in Kerrville, Texas but may need to drive and make occasional trips to Laity Lodge and San

Antonio. Will experience occasional outdoor responsibilities. Must be able to work between camp and office facilities on uneven terrain, as needed.

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The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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EMPLOYEE SIGNATURE	DATE
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MANAGER SIGNATURE	DATE
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