



**UNIVERSITY OF NOTRE DAME
AT TANTUR**

TANTUR ECUMENICAL INSTITUTE · JERUSALEM GLOBAL GATEWAY

Job Title: Director of Guest and Residential Services

In 1972, at the request of Pope Paul VI, the late Rev. Theodore Hesburgh, C.S.C., President of the University of Notre Dame opened an international site for ecumenical research and pastoral studies. Situated on the sovereign land of the Vatican, and situated between the historic cities of Jerusalem and Bethlehem, this site currently houses the University of Notre Dame at Tantor that facilitates the work of the Tantor Ecumenical Institute (TEI) and the Jerusalem Global Gateway (JGG). Located on 36 acres of land, the 100,000 square-foot facility includes 50 bedrooms, ten apartments, multiple meeting spaces, a 70,000 volume library, a chapel, and large dining room. The Tantor Ecumenical Institute and the Jerusalem Global Gateway welcome students, scholars, educators, pastoral ministers for study rooted in the Catholic faith.

For more information about the institute, please visit www.tantur.org and www.jerusalem.nd.edu/.

Job summary:

Under the guidance and direct supervision of the Executive Director, the Director of Guest and Residential Services will oversee all activities around accommodation services, food & beverage as well as events while providing leadership, direction and supervision to assigned personnel. The Director of Guest and Residential Services will be responsible for further developing our offerings to meet the expectations of our guests and comply with the standards of the University while serving the mission of Tantor.

Key responsibilities:

MANAGEMENT & PLANNING

- Support the Executive Director in articulating a long-term strategy around guest and residential services, incl. reconfiguring Tantor's offerings and pricings around accommodation, food & beverage and events & meeting spaces
- Support the Executive Director in building and tracking a robust implementation plan to upgrade services and streamline the different processes and procedures
- Supervise, guide and manage the Guest & Residential Services Department, currently consisting of three teams, Front Desk, Events & Reservations and Kitchen & Dining Room

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- Be responsible for the budget and targets of the Guest & Residential Services Department. This will include implementing, tracking and reporting of relevant key performance indicators for different occupancy ratios
- Ensure staff are well guided and trained to meet the expectations of our guests and residents
- Work with the Executive Director and relevant representatives of the University in articulating the marketing and communication needs from the perspective of the Guest and Residential Services Department
- Work with the Executive Director to further develop our guest relationship management, including relevant processes and infrastructure
- Assist in addressing customer complaints and resolving arising issues
- Ensure policies and procedures are enhanced and upgraded while serving the mission of Tantur and the strategic targets of the University

GUEST HOUSE SERVICES

- Oversee all guest house day-to-day activities at Tantur. This includes especially the room and board offerings to individuals and groups that stay at Tantur
- Enhance and maintain all relevant policies and procedures that accompany the “life cycle” of our guests, from reservation and booking, over to check in, stay at Tantur, to ultimately check out and departure
- Enhance our guest relationship management capabilities to allow local leadership to maintain a more sustainable relationship with all our guests and constituents

DORMITORY AND RESIDENTIAL COMMUNITY SERVICES

- Oversee all dormitory and residential community activities. This includes especially the services offered to residential staff, students and scholars
- Work with the Director of Student Life to enhance and maintain all relevant policies and standards that help organize the community and residential life at Tantur in light of the mission and the strategic targets of the University
- Be the first point of contact for long-term residents at Tantur to manage their requests and concerns, but also to ensure they adhere with relevant policies

EVENTS & CONFERENCE SERVICES

- Oversee all events & conference services at Tantur, tailoring these esp. to the specific needs of our key constituents, incl. faculty-led conferences, events with Church representatives and other external groups
- Manage and supervise work and activities of the Reservations and Events Manager. This includes, but is not limited to working with third party service providers, ensuring correct appearance and cleanliness of equipment and meeting spaces. It also includes providing supervision during each conference, including travel to off-site events (if applicable)
- Ensure systematic assessment of events and student activities through guest satisfaction surveys

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KITCHEN & DINING SERVICES

- Oversee all day-to-day activities of the kitchen and dining room staff. This includes serving breakfast, lunch and dinner. It also includes serving food and beverage for events and conferences
- Liaise with the Head Chef on designing menus and other food outlets while continuously introducing necessary improvements
- Enhance and maintain all relevant policies and procedures for food & beverage. This includes menu planning, purchasing, cleaning, hygienic standards etc.

Selection criteria:

- A professional degree in hotel management, business or economics strongly preferred
- A robust track record of leadership and at least 5 years of experience in a managerial position
- Strong knowledge and experience in hotel and guest room facilities/services, ideally covering accommodation services, kitchen & dining room services as well as events & conferences
- Strong knowledge of the hotel and tourist industry in Israel/Palestine
- Entrepreneurial initiative with the ability to think strategically while keeping a hospitable and solution-oriented attitude for the day-to-day tasks
- Strong sense of character, integrity, work ethic, and commitment to developing and sustaining relationships with a diverse constituency
- Language proficiency in English, Arabic and Hebrew strongly preferred
- Passion to work and serve the mission and values of a faith-based, Roman Catholic institution
- Right to work in Jerusalem is required

Salary and Benefits

The Director of Guests and Residential Services is a full-time contract position.

Candidates are asked to submit a Cover Letter and CV via email to mark.mina.1@nd.edu by closing date for applications **06.09.2019**. Only those short-listed for the position will be contacted.

Kindly indicate in the email subject the position you are applying for.