

Arrangements Coordinator

Job Description

Siena Retreat Center



Position Overview

The Arrangement Coordinator serves the mission of Siena Retreat Center by accurately scheduling the use of the meeting rooms, dining rooms, and bedrooms of Siena Retreat Center in a warm and gracious manner. The full-time, year-round, salaried position primarily includes the detailed management of group and individual inquiries, contracts, and arrangements and the maintaining of a master calendar of Retreat Center facilities. This is an on-site, in-person role.

Principal Responsibilities

1. Scheduling, Calendaring, and Invoicing:
 - a. accurately maintains a calendar of all Retreat Center facilities and grounds use in collaboration with Retreat Center staff and other campus entities
 - b. responds to online, email, phone, and in-person inquiries regarding the facilities and retreat offerings of Siena Retreat Center in an accurate, timely, and personable manner
 - c. prepares, sends, and receives contracts related to retreats and facilities use; confirms details with each group, including arrival and departure times, meal orders, special needs (such as ADA accessible bedrooms & dietary restrictions), audio-visual and room set-up needs, etc.
 - d. prepares invoice statements and receives payment for facility use
 - e. schedules private retreats, and works alongside Spiritual Guidance staff to arrange spiritual guidance sessions
 - f. assigns meeting rooms and bedrooms in collaboration with Retreat Center staff
 - g. prepares in a timely fashion weekly communication to Retreat Center staff indicating: the name(s) of groups, sponsored retreats, and private retreatants; the number of people at the Center; the number of meals being served; the location of meals and room use; arrival and check-out times; and dates; and communicates this spreadsheet and any updates to the appropriate people
 - h. schedules space in other areas of the Siena campus open to Retreat Center use
 - i. provides tours of the facilities and grounds to potential groups and individuals

2. Coordination and Communication:
 - a. assists the Director of Volunteer & Guest Services in making the necessary arrangements to ensure smooth and pleasant experiences for retreatants and guests, including, but not limited to contact with the catering company and Siena on the Lake Maintenance Department
 - b. anticipates needs and circumstances of retreatants and retreat groups and potential conflicts before they arise
 - c. coordinates with the Director of Volunteer & Guest Services for room set-up for retreat groups, individuals, sponsored retreats, and special events
 - d. maintains lists of types of groups (weekend use, day use, etc.); prepares lists of open dates on the calendar and coordinates with Program Director to schedule sponsored events

3. Additional Responsibilities:

- a. Serve as after-hours contact person in rotation with other staff as needed; works with other staff to address urgent matters as they arise
- b. assists in selecting software, online calendars, or other programs that could make Retreat Center calendaring, arrangements, and other operations more efficient; coordinates with Retreat Center staff in selecting and implementing the new software/program(s)
- c. helps maintain data hygiene within the organization's CRM software
- d. attends staff meetings; participates in special Retreat Center events, such as annual fundraiser, holiday open house, and volunteer appreciation dinner, unless otherwise arranged with supervisor
- e. assists volunteers and staff during peak work load times as needed (such as staffing of the front desk, Bookstore, or Dining Room)
- f. maintains a welcoming, positive, and peaceful demeanor in all interactions
- g. represents the spirit and values of Siena Retreat Center and the Racine Dominican sisters to all who call or visit.

Qualifications

- minimum of three to five years' experience in a customer service setting; religious, non-profit, or spirituality setting preferred
- superb accuracy and attention to detail; excellent organizational skills and ability to oversee a variety of tasks within a short time-frame
- excellent command of English; strong verbal, written, and interpersonal communication skills; outstanding phone and email etiquette and public relations skills
- high-functioning technology skills and significant effective experience with Microsoft Office, emailing, databases (CRM & point of sale), web forms, and other emerging technologies
- proven ability to be self-directed and to work collaboratively
- ability to adjust to retreatants' changing circumstances; ability to improvise in an effective and appropriate manner and to think creatively.
- willingness to be trained on and operate the cash register and POS system
- willingness to be contacted after hours if urgent matters arise
- ability to make connections between the day-to-day tasks of the position and the mission of Siena Retreat Center and the Racine Dominican Sisters
- ability to maintain confidentiality
- ability to communicate effectively in a second language, especially Spanish, preferred

Competencies and Additional Requirements

- ability to synthesize information and to communicate effectively and appropriately via telephone and electronic media, in writing, and in person
- ability to plan, prioritize, and coordinate a variety of projects simultaneously without compromising accuracy
- ability to balance team and individual responsibilities
- ability to be flexible in responding to periods of a great deal of activity and periods of quiet
- ability to cope with stress and manage occasional challenging personalities and circumstances
- ability to maintain clean and organized workspaces and common spaces
- openness and non-judgmental approach to a variety of spiritual and religious traditions, people from those traditions, and people with no religious tradition

- ability to exhibit warm hospitality and offer helpful service to guests, as appropriate
- ability to relate in a spirit of graciousness and Racine Dominican hospitality
- ability to lift 20 pounds and to bend, stoop, balance, and reach with or without light objects, such as, but not limited to, easels, coffee pots, etc.

Working Conditions

This is a full-time, on-site, salaried position involving some evening hours and occasional weekend hours. The Arrangements Coordinator reports to the Executive Director. Work schedule may fluctuate for special occasions or with staffing needs. Interruptions may be frequent or rare, depending on day and time. Light carrying or lifting may be required. The Arrangements Coordinator will understand job safety and health as it relates to this position, including but not necessarily limited to, the Siena Retreat Center and Siena Campus Emergency Manuals. Employment is contingent upon successful passing of criminal background check.

[Signature of Arrangements Coordinator]

[Date]

[Signature of Executive Director]

[Date]

5 November 2024