



HOSTELLING INTERNATIONAL USA
MARIN HEADLANDS HOSTEL

"Endless hiking trails and breathtaking scenery just steps outside the door." –Fodor's

Job Announcement
Guest Services Associate, HI-Marin Headlands

HI-Marin Headlands is hiring! We are a 107-bed hostel operated by the Northwest Region of Hostelling International USA, a non-profit organization dedicated to promoting intercultural exchange, environmental stewardship, and world peace through hostelling. The region operates ten hostels around Northern California and Oregon, and also provides outdoor and intercultural education programs for youth.

HI-Marin Headlands is housed in two historic buildings in the Marin Headlands, just north of the Golden Gate Bridge and within the Golden Gate National Recreation Area. We are in need of a proactive and energetic guest service associate.

FRONT DESK RESPONSIBILITIES

- Provide a welcoming atmosphere, while maintaining a clean and secure facility.
- Act as a representative of Hostelling International USA and promote its mission and goals in a positive and professional manner.
- Provide quality customer service and information.
- Register guests in accordance with a POS operating system.
- Accurately record payment and registration information with strong attention to detail.
- Provide reservation information in person and over the phone, including taking individual reservations, cancellations and changes.
- Offer detailed information and reservation assistance with Hostelling International hostels in the Northwest region.
- Multi-task and remain calm in stressful situations.
- Work honorably and efficiently without constant direct supervision.
- Complete extra projects self-initiated or assigned by the General Manager and Guest Service Supervisor.
- Provide on-call assistance in emergencies any time while on the hostel premises.

CLEANING RESPONSIBILITIES

- Responsible for returning the hostel to a sanitary condition that will make the evening's guests comfortable.
- Clean kitchens, bathrooms, guestrooms, common areas, and grounds of the hostel.
- Complete special deep cleaning projects self-initiated or assigned by a manager.
- Perform a daily "bed check" to insure that the required numbers of beds are available for that evening's guest.
- Daily cleaning duties including, but not limited to vacuuming, stocking linens, laundry, cleaning of guest rooms, bathrooms and common areas
- This position requires the physical ability to perform any task associated with operation of the hostel, lift up to 50 lbs and to stand for long periods of time.



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QUALIFICATIONS

- Positive, up-beat, and willing attitude
- Time management and multi-tasking skills a must!
- Eager to work as part of a team
- Commitment to sustainable and environmentally conscious practices
- Open and flexible availability
- Experience with cash handling, reservation/POS systems, customer service, and cleaning duties a plus

REPORTS TO: General Manager

HOURS

28-40 hours per week depending on season and vacation coverage for other coworkers.

This position necessitates work in early mornings, late evenings, weekends, and holidays, as well as on-site/on-call overnight duties. Flexibility in scheduling is needed.

Guest Service Associates work a combination of both desk and cleaning shifts. Desk shift hours: 7:30a.m.-3:30p.m., 3:30p.m. – 11:30p.m. Cleaning shift hours vary per season.

BENEFITS

Guest Service Associates may choose to live on or off site. As part of their compensation, employees are offered housing (a wage differential is provided for live-out staff). The hostel consists of two federally owned historic buildings under the jurisdiction of the National Park Service. Because of this all HI-Marine Headland's employees must be willing to follow the rules of safety and sanitation dictated by Hostelling International and the National Park Service.

Living on site with fellow staff members is a rewarding but sometimes challenging situation; it is important that employees be respectful of fellow staff/housemates. It is required of each live-in employee to keep the staff house and grounds at a high level of cleanliness at all times. Significant others are not permitted to live on site with employees.

Staff members are eligible to receive holiday and vacation pay, as well as health benefits including medical, dental, vision, chiropractic, acupuncture. These benefits are prorated to the hours worked per week.

TO APPLY

Please send in your cover letter and resume by January 18th, 2017 to:

meghan.ellwood@hiusa.org

No phone calls, please. Resumes sent without a cover letter will not be considered.