Assistant Lodge Manager
Job Description

Faith’s Lodge Mission:
Faith’s Lodge provides a place where parents and families facing the serious illness or loss of a child can retreat to reflect on the past, renew strength for the present and build hope for the future.

Situated on 72 acres in the North Woods of Wisconsin, Faith’s Lodge is a 12,000 square foot retreat facility that can accommodate up to eight families at a time. Each guest room has its own bathroom, fireplace, balcony or patio, TV and living space. The entire facility is handicap accessible and two guest rooms are equipped with roll-in showers and adjoining rooms. Guests of the lodge have access to the various on-site amenities including a reading library, movie room, great room, craft room, playroom, kitchen, group dining room, seasonal porch, loft area, free laundry and many outdoor spaces. Faith’s Lodge administers programming about 70% of the calendar year and is available for private rental over holidays or non-programmed weekends.

Faith’s Lodge, a registered 501(c)3 organization, adheres to the highest non-profit standards and is recognized by the Charities Review Council.

Position Description
The Assistant Lodge Manager is responsible for assisting the Lodge Manager in all aspects of day-to-day operations of programming at Faith’s Lodge in Danbury, WI. The Assistant Lodge Manager participates in the program preparation, guest experience, general maintenance (indoor and outdoor), and ensures that all aspects of programming meet the objectives and mission or the organization. The Assistant Lodge Manager reports to the Lodge Manager.

General duties:
Programming/Guest Relations
- Assist Lodge Manager with welcoming guests as they arrive at Faith’s Lodge.
- Back-up Lodge Manager on guest communications including: Applications, Confirmations, Welcome Packets, etc.
- Assist in the facilitation of programming for guests as needed and dictated by the schedule.
- Assist in the preparation of meals for the guests. Will need to be “ServSafe” Certified. This will be completed once applicant has accepted position.
- Preparation of guest arrival + exit surveys prior to each programming weekend.
- Preparation of guest room summaries used at check-out.
- Preparation of guest log for each programming weekend.

Property Management
- Assist Housekeeping as needed to maintain a clean and orderly location – one that could be visited by donors at any time.
- Assist with outdoor maintenance as needed. (i.e. weeding as needed, organizing boat landing, fire pit and gazebo, etc)
- Assistant Lodge manager is second in the queue for “on-call” Lodge emergencies (i.e. if the alarm goes off, etc.).
Administrative/Miscellaneous

- Oversee donations made to the Lodge. Communicate with Administrative Office on all donations and donor information. Maintain location spreadsheet/map of all donations made at the Lodge.
- Create and maintain spreadsheet for memorials. Keep track of memorial bricks, trees, etc.
- Work closely with the Lodge Manager to ensure smooth Lodge operations.

Qualifications

- Five years admin and/or hospitality experience OR degree in related field.
- Excellent communication and interpersonal skills.
- Compassionate, empathetic and nurturing personality.
- Exceptional organizational skills and the ability to multi-task.
- Computer skills with working knowledge of Microsoft office.
- Adaptability in a new setting and willingness to learn new things.
- Availability to work occasional night/weekend as determined by schedule.

Compensation: Salaried (limited benefits)
Hours: Monday – Friday, 8:00a – 5:00p
Start Date: September 3, 2019