



Job Description

Job Title: Hospitality Director, Beersheba Springs Assembly
Reports To: Executive Director, Beersheba Springs Assembly
Status: Exempt
Classification: Full-Time
Supervises: Hospitality Staff

About Beersheba Springs Assembly

Beersheba Springs Assembly is a historic retreat and conference center of the Tennessee-Western Kentucky Conference of The United Methodist Church. Originally established as a pre-Civil War hotel, it has served generations as a place of hospitality, renewal, spiritual formation, and Christian community.

We strive to provide gracious hospitality while creating meaningful opportunities for individuals and groups to connect with God, one another, and creation through retreats, camps, conferences, and special events.

Position Summary

The Hospitality Director provides leadership for all hospitality operations at Beersheba Springs Assembly, ensuring an exceptional guest experience through high standards of service, cleanliness, safety, and operational excellence. This position oversees food service, housekeeping, laundry, hospitality staff, inventory management, and daily facility readiness.

Working closely with the Executive Director and Retreat Director, the Hospitality Director fosters a culture of hospitality by developing staff, stewarding resources responsibly, maintaining regulatory compliance, and ensuring the Assembly consistently delivers welcoming, safe, and memorable experiences for every guest.

This position requires a servant leader who enjoys working alongside staff while leading within a ministry centered on hospitality, excellence, and relationship building.

Essential Responsibilities

Hospitality Leadership

- Lead the daily operations of hospitality services, including food service, housekeeping, laundry, guest accommodations, and public spaces.

- Promote a culture of hospitality that reflects the mission and values of Beersheba Springs Assembly.
- Ensure guests experience welcoming, responsive, and high-quality service throughout their stay.
- Serve as the on-site host, on a rotating basis with the Assembly hosting team, for guests throughout the retreat or event, remaining on call and on site to address needs, questions, and concerns in a timely and professional manner.
- Collaborate with the Executive Director and Retreat Director to anticipate guest needs and ensure facility readiness.

Staff Leadership and Development

- Recruit, train, supervise, schedule, coach, work alongside, and evaluate Hospitality Department staff.
- Foster teamwork, accountability, professional growth, and positive employee engagement.
- Conduct regular department meetings and communicate priorities, expectations, and operational updates.
- Ensure staff complete required conference training, including Safe Sanctuaries, First Aid/CPR, food safety, and other required certifications.

Food Service Operations

- Oversee menu planning, food purchasing, preparation, presentation, and service.
- Ensure meals meet nutritional standards while accommodating dietary restrictions and special requests.
- Maintain compliance with food safety regulations and sanitation standards.
- Monitor food inventory, purchasing, waste reduction, and budget management.
- Routinely work meal shifts during scheduled dining times and as dictated by the needs of the facility.

Housekeeping and Facility Readiness

- Ensure guest rooms, meeting spaces, dining facilities, restrooms, and public areas consistently meet established cleanliness standards.
- Oversee laundry operations and linen inventory.
- Coordinate preventive maintenance needs with appropriate staff and report facility concerns promptly.
- Assist with hospitality duties as operational needs require.

Operational Management

- Manage departmental purchasing and inventory for food, housekeeping, laundry, and hospitality supplies.
- Monitor departmental expenditures and operate within approved budgets.
- Maintain accurate operational records including inventory, food usage, purchasing, and supply management.
- Develop and improve operational procedures that enhance efficiency and guest satisfaction.

Compliance and Risk Management

- Maintain compliance with Tennessee health regulations, food service requirements, applicable American Camp Association standards, Conference policies, and Board expectations.
- Maintain current ServSafe Food Protection Manager Certification or obtain certification within an established timeframe. (Or equivalent certification)
- Promote safe work practices and maintain a clean, organized, and safe working environment.

Ministry and Collaboration

- Participate as a member of the leadership team at Beersheba Springs Assembly.
- Support the mission, vision, and strategic goals of Beersheba Springs Assembly and the Tennessee-Western Kentucky Conference.
- Embrace diversity, equity, inclusion, and hospitality in all aspects of ministry and guest service.
- Participate in ongoing professional development and continuous improvement initiatives.

Qualifications

Education

Associate's degree or Bachelor's degree in Hospitality Management, Business, Recreation, Ministry, or a related field is preferred. Equivalent experience can be substituted for education.

Experience

- Three or more years of progressively responsible leadership experience in hospitality, retreat ministry, conference centers, camps, hotels, or related operations.
- Experience supervising and developing employees.
- Experience within food service operations and/or housekeeping functions.
- Experience with purchasing, budgeting, scheduling, and inventory management.
- Experience working within a ministry, nonprofit, camp, retreat, or faith-based environment is preferred.

Knowledge, Skills, and Abilities

The successful candidate will demonstrate:

- A commitment to the mission and ministry of the Tennessee-Western Kentucky Conference.
- Strong servant leadership and interpersonal skills.
- Excellent organizational and project management abilities.
- Strong verbal and written communication skills.
- Ability to manage multiple priorities while maintaining attention to detail.
- Strong customer service orientation with a passion for hospitality.
- Ability to solve problems independently while working collaboratively.
- Proficiency with Microsoft Office, productivity apps, and common workplace technologies.
- Ability to maintain confidentiality and exercise sound judgment.
- Flexibility to work evenings, weekends, holidays, and special events as needed.

Physical Requirements

This position regularly works in office, kitchen, dining, housekeeping, and retreat center environments with exposure to varying indoor and outdoor temperatures.

The employee must regularly:

- Stand and walk for extended periods
- Bend, stoop, climb stairs, kneel, and reach
- Lift, carry, push, or pull up to 50 pounds
- Operate commercial kitchen and housekeeping equipment
- Perform hands-on hospitality duties when operationally necessary

Employment Requirements

- Successful completion of a criminal background check.
- Completion of all required Conference training, including Safe Sanctuaries.
- Current ServSafe Food Protection Manager Certification or ability to obtain certification within six months of hire.
- Current First Aid and CPR certification or ability to obtain certification within six months of hire.

Other Duties

Beersheba Springs Assembly operates through a collaborative team environment. Employees are expected to contribute to the overall success of the Assembly and may be assigned responsibilities outside the scope of this job description as organizational needs require. No unemployment benefits are available to conference employees, based on TCA rules.

Work Schedule, Number of Hours, & Compensation:

- Full-time, salaried position \$45,000 per year, including on-site housing.
- Full-time employees are eligible for medical/dental/vision insurance on day one.
- Full-time employees are eligible for 403(b) retirement savings plan with a generous matching contribution.
- Vacation, sick time and paid holidays.

To apply, please send a resume and cover letter to sarah.ratz@twkumc.org. Job offers are contingent on successful completion of the reference and background check process. Open until filled.