



The Bishop's Ranch Job Description

Volunteer Host

Part-time, seasonal, volunteer, residential position;
Reports to Director of Hospitality Operations

The Volunteer Host is part of the Bishop's Ranch community and provides gracious hospitality to all our guests, volunteers, residents and staff. The Volunteer Host's primary responsibility is to attend to the needs of guests and groups while they are at the Bishop's Ranch. The host is "on call" and responds to guests' needs and questions as they arise.

Volunteer hosts are offered modest lodging accommodations during their stay and meals. In gratitude, when rooms are available, volunteer hosts may stay at the Ranch an additional day before or after their scheduled hosting service.

Volunteer Hosts commit to:

- 1) Full day of training specifically for Volunteer Hosts
- 2) Trial weekend with another host before being put on the Volunteer Host rotation
- 3) Serving two 3-5 day hosting assignments a year

Prepare for Group Arrival:

- Conduct thorough walk through prior to guests' arrival making sure meeting and lodging rooms are safe, ready and welcoming for groups
- Make sure exterior lighting is operating at dusk and that welcoming interior lights are on if guests are arriving after dark
- Check heating/cooling systems settings so that rooms are comfortable for group arrival
- Equipment setup and tested prior to use by guests, including audio-visual equipment
- Fireplace and fire circle areas are clean and have firewood, starters and matches available for guest use
- Check and clean the pool area before and after groups. Blow leaves, skim pool as needed, reset chairs, pool toys etc
- See that linen receptacles and trash areas are ready for use

Lodging and Meeting Facilities:

- Conduct regular walkarounds, as appropriate to respect guests' space, of all facilities to ensure that everything is neat and in working order.
- Report maintenance and repair issues to Facilities and Land departments If the issue has an immediate impact on guests (e.g. malfunctioning toilet, shower, heating or cooling systems, property damage, etc...) text or call Director of Hospitality Operations
- Raking leaves and other cleanup of Ranch House Courtyard and Pavillion as needed and time permits.

Host Groups in Residence:

- Remain on the Ranch premises while serving as the on call host on duty

- Host groups as scheduled
- Greet and welcome arriving groups
- Attend meals to act as liaison between groups and kitchen,
- Make announcements
- Be on-call and available to respond to group needs
- Follow guidelines in hosting manual
- Respond to urgent maintenance or safety issues at night and on weekends: keep Facilities staff informed of action items.
- Keep FLD Request form link on phone to report maintenance and repair issues.
- Walk campus in the morning and evening to check that pathways are illuminated and areas are safe and ready for guest use.
- Pick up linens, garbage and recycling as needed during retreats
- Provide serving and cleanup support at Refectory in addition to hosting
- When hosting, check in at Refectory 30 minutes prior to each meal to provide support.

Follow-up After Guest Departure:

- Monitor energy usage; confirm that heat, cooling and lights have been turned off
- Do linen, garbage and recycling pickup.
- Do walk throughs of all rooms and facilities and check for needed repairs.

Additional Duties as Assigned

Qualifications

- Excellent communication skills
- Strong interpersonal skills
- Good attention to detail
- Understanding of Audio Visual equipment
- With initial direction, able to complete tasks alone
- Able to lift and carry tools and objects while walking over the property
- Able to lift 40 pounds unassisted and 60 pounds with assistance
- Environmental and religious sensitivity
- Able to adapt to flexible scheduling, including weekends

Overall Description

The Bishop's Ranch is a self-supporting institution of the Episcopal Diocese of California.

The mission of the Ranch is to serve God by providing for people of all walks of life a place where lives are changed; a place of hospitality amidst the beauty of God's creation where renewal of spirit, mind and body is nourished, leading to spiritual growth and closer relationships with God and one another.

We fulfill the mission of the Ranch by providing hospitality for retreats, conferences and other gatherings to groups and individuals from the Diocese of California, other churches, and non-profit groups. Our goal is to provide these services in a personal and relaxed but efficient way that enables guests to reach their goals for spiritual, personal, and organizational growth.

Working at The Bishop's Ranch is service oriented, and doing our jobs successfully is based on teamwork. Because of the wide-ranging nature of the tasks involved in caring for our guests and facilities, it may be necessary to perform tasks outside our usual line of work. For example: when on duty in the kitchen a guest may come in and ask where sports equipment is found; an office worker may be called to help when a guest finds a broken water valve; a maintenance worker may need to help in the kitchen when a group suddenly has increased in numbers, or a cook must leave due to illness. The flexibility to help in such a situation in order to support our guests and the overall goals of the Ranch is a requirement of working at The Bishop's Ranch.