

**OBLATE SCHOOL OF THEOLOGY**  
**(Location - San Antonio, TX)**

Position Description

**Hospitality & Communication Coordinator (HCC)**  
**Full-Time, Non-Exempt**

Summary of Position

The Hospitality & Communication Coordinator (HCC) oversees the daily operations of the Conference Center and Auxiliary Venues for individuals and groups up to 400 people. They organize and oversee the setup and execution of conferences and hospitality functions at the Whitley Conference Center. They act as the liaison between inter-campus departments to ensure the running of operations as they pertain to the hospitality department.

Accountability

Director of Hospitality Services

Department

Whitley Theological Conference Center (WTC)

Essential Duties and Responsibilities:

1. Responsible for short term meeting spaces
2. Responsible for receptionist duties.
3. Meets with prospective clients and provides rental information and site tours.
4. Responds to inquiries in a timely manner.
5. Responsible for supervision and scheduling of part-time help when needed.
6. Assists faculty, staff, and visitors in the proper use and care of audio-visual equipment.
7. Communicates with guests before events to ensure proper execution of activities from start to finish.
8. Handles any unexpected requests as they arise.
9. Create a monthly calendar of events at the WTC.
10. Ensure invoicing of WTC events that have taken place or will take place in the current week are accurately prepared, completed, issued and posted.
11. Follow up on outstanding invoices up to 45 days.
12. Forward deposits and other payments with accurate account number, to the Business Office.
13. Communicate with housekeeping, maintenance, kitchen, and part-time receptionist the needs of the day and current week.
14. Performs additional duties as assigned.

Education and Experience

- High school diploma or GED required. Bachelor's Degree preferred.
- Minimum of 1 to 2 years related experience (e.g., Front Desk, Concierge, Hospitality, Room Management, or Customer Service roles), required.

### Skills and Qualifications

- Highly Organized
- Working knowledge of Microsoft Office
- Experience in reservation or database systems (preferred)
- Customer service and hospitality skills required.
- Able to multi-task, required.
- Possess excellent written and verbal communication skills
- Ability to understand and follow directions required.
- Must be able to lift to 40 pounds.
- Must be able to sit, walk, bend, push, and pull.
- Bilingual skills (English, Spanish), preferred.

### Work Environment

The work environment characteristics are those commonly associated with a conference meeting

. The noise level is usually minimal with moderate physical activity. While performing the essential duties of this job, the employee is regularly required to sit, see, and communicate with others, both verbally and in written format.

### Work Hours

40 (+) hours per week; Day, weekend, and special event availability, including evenings as needed.