



PENDLE HILL
A Quaker Study, Retreat, and Conference Center

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July 2024

POSITION: Operations Associate

PENDLE HILL is a Quaker study, retreat, and conference center located on 24 beautiful acres in unceded Leni-Lenape territory. We are a mission-driven organization that seeks to create peace with justice in the world by transforming lives through learning opportunities, retreat, and community created on our campus and in virtual settings. We work to be inclusive, respectful, and supportive of all people, striving for peace and justice.

This is a highly collaborative staff community featuring responsive leadership and many community-building opportunities, like biannual staff retreats for fun, growth, and connection, monthly fun activities as part of staff meeting, and the opportunity to serve on various committees. We also have monthly community work mornings, which provide variety with the opportunity to lend a hand on another team's project or lead one for staff in your own work area. Learn more about Pendle Hill at <https://pendlehill.org/>.

REPORTS TO: Director of Operations

TIME EXPECTATIONS: This is a full-time, non-exempt position. "Full-time" at Pendle Hill is 37.5 hours per week, with 7.5-hour typical workdays, not including a half-hour lunch break. Work hours may include evening and weekend hours as well as work on holidays (to be made up with proximal days off). Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through mealtime, housekeeping, or grounds and maintenance work.

COMPENSATION AND BENEFITS: \$16.00 an hour, plus benefits including: medical, dental and life insurance, a retirement plan, generous paid vacation days (20), sick days (15), and holidays (11), and the opportunity to take Pendle Hill courses for free. Additional benefits include one meal a day from the Pendle Hill Kitchen (free to staff except for the tax), a 20% employee discount at the Pendle Hill Bookstore, free copies of all Pendle Hill pamphlets upon publication, a beautiful campus with walking trails and fellowship with people from around the world. Depending on availability and at Pendle Hill's discretion, full-time staff are eligible for competitively priced on-campus housing.

POSITION SUMMARY: The Operations Associate provides event and group support at our retreat center, which is both a contemplative space and a vibrant, busy organization. General duties include supporting the conference services team with clerical work and client communication, and on-site support for individuals and events with the guest services team. Responding well to customer feedback will be an important factor in ensuring quality service and assisting improvement in the department.

DUTIES AND RESPONSIBILITIES:

1. Demonstrate a welcoming presence and excellent customer service. Reflect Pendle Hill's mission and values in all interactions.
2. Ensure clean, orderly, and safe facilities, meeting rooms and guest rooms.
3. Set up and monitor Audio/Visual equipment for events on campus.
4. Set up and organize refreshments for events.
5. Work with a team to coordinate event details with clients pre and post arrival.
6. Participate in all forms of registration at Pendle Hill for guests, programs, and conferences, including reception desk operations, payment, and orientation.
7. Assist the conference services team with client communication and event organization.
8. Assist the Events Coordinator with clerical duties.
9. Other tasks as assigned.

REQUIRED QUALIFICATIONS:

1. Excellent customer service and oral communication skills.
2. Great organizational and time-management skills
3. Ability to lift 30 pounds and stand/walk for several hours at a time.
4. Excellent judgment in proactively handling guest needs or requests with attention to both excellent service and proper function of the organization.
5. Works well under direction.

DESIRED QUALIFICATIONS:

1. Experience in event coordination, hospitality services, or customer service.
2. Understanding of basic Audio/Visual and related technical equipment, and its use and care.
3. Experience working well as part of a collaborative team.
4. Experience providing hospitality to groups.
5. Proficient in Microsoft programs, especially Word, Excel, and Outlook.
6. Understanding of the needs and conditions necessary to support spiritual retreats.

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

- A highly welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences, cultural backgrounds and practices, and differences of all kinds.
- Either a familiarity with Quaker faith and practices and a commitment to learning more or a willingness to gain, deepen, and nurture such knowledge over time.
- Appreciation of the role of Quakerism in the mission of Pendle Hill.

NONDISCRIMINATION POLICY: Pendle Hill appoints individuals without discrimination on the basis of color, ethnicity, race, sexual orientation, gender identity or expression, pregnancy, age, national origin, ancestry, disability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. Pendle Hill recognizes that a number of these categories are social constructs, not rooted in science. The aim is to be inclusive and affirming.

Pendle Hill staff are required to be fully vaccinated against COVID-19, except for those who cannot receive the vaccine for medical or religious reasons.

BACKGROUND CHECKS: Pendle Hill will conduct a background check for all candidates prior to hire.

INTERESTED? Please submit the following items to jobs@pendlehill.org with “**Operations Associate**” and your last name in the email subject line:

1. a current resume,
2. a cover letter that includes how you heard about the position, why you want to be considered and your qualifications (applications received without a cover letter will not be considered).

Review of applicants will begin on **July 15, 2024**, and continue until the position is filled.