

**JOB TITLE:** Innkeeper / Operations

**EMPLOYER:** The Wilson House of East Dorset

**REPORTS TO:** Executive Director

**SUMMARY:** The innkeeper oversees and coordinates the hospitality and daily operations of The Wilson House of East Dorset, a historic inn in Southern Vermont with 14 rooms for rent hosting more than 40 retreats annually. The Wilson House is a hotel and a special nonprofit organization dedicated to preserving the birthplace of Bill W., co-founder of Alcoholics Anonymous and author of the Twelve Steps of recovery.

The ideal innkeeper will be welcoming, diligent, and possess the ability to juggle many tasks and priorities. Preference will be given to people in recovery themselves, particularly those with hospitality experience. Must be hands-on in all aspects of the day-to-day operations with a focus on providing an exceptional guest experience. The schedule is flexible but includes evenings, weekends and holidays. The innkeeper is an important team member who will work closely with the Executive Director and other staff to nurture and grow the organization.

Compensation includes competitive salary, housing + utilities, health insurance, and retirement benefits. Please apply by sending a cover letter detailing why you'd be a good fit for the job, along with your resume, to [kim@wilsonhouse.org](mailto:kim@wilsonhouse.org) with the subject "INNKEEPER".

**DUTIES & RESPONSIBILITIES:**

- Open up for walk-in guests, greet people, and give tours as needed
- Ensure the facility is clean and in excellent condition
- Anticipate and assess hotel guests' needs; always respond in a courteous and professional manner
- Make recommendations and accommodations to the E.D. to improve the physical space and make operations more efficient
- Help with hiring, training, and managing staff and volunteers
- Breakfast preparation: plan, shop and/or order, and prepare breakfast for guests
- In support of co-workers, respond to emails, answer phone calls, make or amend reservations
- Help with merchandise sales, including ordering and inventory
- Communicate with E.D. regarding maintenance and/or repair needs

- Monitor and maintain inventory of all supplies; cleaning, kitchen, guest toiletries, etc.
- Ensures housekeeping supplies are well maintained
- Monitor and maintain inventory of linens & bedding
- Manage and assist in all housekeeping duties, including covering for housekeeping staff when reservations are light
- Inspects rooms and all common areas on a daily basis and promptly address any and all issues
- Develop and maintain deep cleaning and maintenance schedules
- Assist cook to develop menu plans for retreats and weekly community dinners
- Manage expenses within approved budget
- Provides day-to-day guidance and support for volunteers
- Develop procedures and policies as needed
- Any other duties as determined by the executive director

#### **QUALIFICATIONS:**

- Solid experience (3+ years) in a hospitality position
- Sustained sobriety
- Commitment to excellence and high standards
- Optimistic demeanor
- Ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Mature, level-headed ability to handle multiple projects and competing priorities
- Strong interpersonal skills, and the proven ability to deal effectively with a diversity of individuals and guests
- Knowledge of Microsoft programs, including Excel, Outlook, and Teams

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Continually required to stand
- Frequently required to walk
- Frequently required to utilize hand and finger dexterity
- Frequently required to climb, balance, bend, stoop, kneel or crawl
- Frequently required to lift/push/carry items up to 30 pounds
- Occasionally exposure to outside weather conditions

