

Guest Services Associate

The Delaware Division of Historical and Cultural Affairs (Department of State), seeks an enthusiastic and experienced individual to work with the Division as a Guest Services Associate (Executive Housekeeper) at the Buena Vista Conference Center.

The Guest Services Associate works with guests utilizing the conference center and grounds for meetings and events. Work includes day, evening and weekend meeting setup and break down, beverage and food service, facility cleaning, operations and excellent customer service with state, national and international guests.

The position is casual/seasonal and limited to 29.5 hours per week. Scheduling is flexible. The position will be based in New Castle, DE. The pay rate is \$15/hour.

Responsibilities:

- Interacts with guests in a professional manner, including elected officials at the state, national and international level
- Works with staff in setting up and breaking down for events and meetings consisting of moving tables and chairs, rearranging furniture, setting up projectors, laptops, conference phones and screens and troubleshooting technology as needed.
- Manages the beverage service by setting up the drink products and ice bucket, making coffee, decaf, and hot water, setting out the mugs and glasses, and having all other necessities set out before the guests arrive. Keeps the beverages replenished throughout the day.
- Assists in setting up catered meals. Greets caterer, places food from their travel containers to the site's dishware, setting out the food for the guests, and having all dishware needed set out for guest use.
- Performs a variety of housekeeping duties such as cleaning and disinfecting facilities, operating hand and power custodial equipment (i.e., Vacuums, buffers, and mops), washing and drying linens, and washing, drying and returning dishes to storage.
- Supports the site's daily operations by answering phones, emails, and taking messages.
- Maintains inventory of cleaning supplies and beverage service products

Knowledge and Abilities:

1. Interest in working at a historic site
2. Excellent interpersonal skills to work with diverse guests, residents, volunteers, and staff
3. Ability to clean and care for various facilities on site
4. Must be able to work the occasional weekend and evening event and possibly be the lead for the event
5. Great attention to detail and organizational skills

Position Requirements:

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in planning and directing housekeeping operations.
2. Six months experience in inventory control such as ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
3. Six months experience in record keeping.
4. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

Delaware Division of Historical and Cultural Affairs

The Division of Historical and Cultural Affairs serves Delaware residents and visitors by identifying, preserving, and interpreting Delaware history. Our activities foster strong communities, engaged citizens, economic vitality, and a deeper understanding of Delaware's role in world history. We do this in public trust for current and future generations.

The Division of Historical and Cultural Affairs is a trustworthy, ethical, and reliable partner with organizations, agencies, and individuals with whom we have common goals. The division's vision is to actively engage our audiences in learning and to understand how Delaware history is meaningful to their lives. We seek to actively engage our audiences through exploring a diversity of historical and cultural perspectives to inform and influence decisions about the future. We want our audiences to feel welcomed, valued, and encouraged to question and explore.

Please see the Division's Statement on Race and Equity at <https://history.delaware.gov/about-agency/>

Closing date: May 9, 2024

All applications must be made through the [Delaware Employment Link](#)

