



THE H.E. BUTT FAMILY FOUNDATION

Position Profile February 2018

Guest Care Specialist

About The H. E. Butt Family Foundation (HEBFF)

The history of the programs runs parallel to the history of the Butt family. Early in the twentieth century, while delivering groceries for his mother's fledgling Kerrville grocery store, a young Howard Butt, Sr., first glimpsed the sublime and expansive landscape that characterized the ranches outside of town. His imagination was piqued, and he vowed that if he were ever able, he would purchase such a place so that other children would have a chance to experience that same wonder.

By 1954, the little grocery store had grown into a thriving regional institution (the H-E-B Grocery Company). Howard and Mary Holdsworth Butt found themselves with the means to purchase the 1,900-acre Wolfe Ranch near Leakey, Texas. The desire from the beginning was to make the property a place for others. Starting with the Foundation Camps (serving underprivileged children), a program of service and hospitality steadily began to take shape along the Frio River. Laity Lodge hosted its first retreat in June, 1961, under the direction of Howard and Mary's son Howard Butt, Jr., who had only recently turned his sights from the grocery business to the work of lay ministry. While the reins of H-E-B would pass to his brother, Charles, Howard's pioneering work would equip the "laity" to rediscover the high calling, the sacredness of all work. The Laity Lodge Program would be built around intimate gatherings of laymen and pastors, men and women, at retreats combining spiritual renewal and physical rest. Over the coming decades, the vision continued to grow, and HEBFF has expanded its current program offerings in the Canyon to five operating areas: Laity Lodge, Laity Lodge Family Camp, Laity Lodge Youth Camp, Foundation Camps, and HEBFF Outdoor. In recent years, under the leadership of Howard Butt, Jr's son-in-law, David Rogers, in close collaboration with his wife, Deborah, Foundation resources have increased, and the organization is now broadening its program capabilities beyond the Canyon. For more information on The H. E. Butt Family Foundation, please visit <http://www.hebff.org>.

POSITION SUMMARY: The Guest Care Specialist serves as a member of the Guest Care Team, seeking to enhance the guest experience through registration assistance, phone/online communications and support, post-retreat/camp follow-up, and by creating feedback loops in keeping with HEBFF hospitality expectations. The Guest Care Specialist is an integral connection to the Foundation's network in providing information necessary for other teams' functions. As the first point of contact for inquiries, the Specialist assesses inquiries, manages, and/or redirects as appropriate, and organizes details related to registrations and fees. The Guest Care Specialist acts as liaison to an assigned HEBFF program (this position will have an assigned focus

on Laity Lodge) to ensure the experience is seamless and delivers the highest hospitality to guests/campers.

PROGRAM MISSION: Constituent Relations exists to connect people's passions with the mission and vision of HEBFF. The Team comprised of Development, LLYC Alumni, CRM, and Guest Care staff works to help make that happen through opportunities for service, giving, and program participation.

EMPLOYEE EXPECTATIONS: Daily work reflects the Employee Expectations of Teamwork and Unity, Quality, Stewardship, Service and Hospitality, Trust, Honesty and Truthfulness, Flexibility and Learning, and Wholeness.

ESSENTIAL FUNCTIONS:

- Provide phone and online support to Foundation guests to ensure a quality relational experience for guests of Laity Lodge, Laity Lodge Youth Camp, Laity Lodge Family Camp, and Foundation Camps.
 - Troubleshoot Guest Portal issues received either by phone or online
 - Identify and document the issue and its cause
 - Determine the most effective manner to resolve the issue and implement the solution in a manner that causes the least amount of disruption and inconvenience to the guest
 - Maintain appropriate communication with guests regarding the status of their issue
 - Provide assistance and information to Foundation guests including:
 - Researching and answering programmatic questions as appropriate
 - Guiding guests to the appropriate program to fit their needs
 - Maintain appropriate communication with guests regarding the status of their request
 - Seek assistance from other Guest Care Team staff or Program staff when appropriate
 - Provide back-up support for other Guest Care Team staff as necessary
- Maintain consistent communication with the assigned Program.
 - Attend regular Program staff meetings
 - Attend Program events as necessary
 - Meet regularly with the assigned Program's Administrative Assistant
- Maintain consistent communication with the Guest Care Team
 - Attend regular team meetings and communicate assigned Program information to the team
 - Participate in team-building activities and attend team trainings
- Seek to become a subject matter expert in approved areas to better support Foundation guests and staff
- Provide communications (phone and online), and backup for other Guest Care Team members
- Effectively, professionally, and respectfully represent other Guest Care Team members
- Work to create a respectful, professional, and relational culture as a part of the Guest Care Team

QUALIFICATIONS:

- College degree or equivalent professional office experience
- Strong knowledge of Microsoft Office Suite (Word, Excel, Outlook)

COMPETENCIES:

- **Technical Skills:** Ability to work autonomously in CRM system or transferrable knowledge, ability to learn office phone system
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things. Maintains and nurtures good working relationships with Foundation staff and guests. Strong ability to problem solve
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed. Strong ability to document systems and processes for collaborative teamwork.

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the employee is regularly required to talk or hear. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary, must be able to walk between facilities, on uneven terrain, several times per day as many times per day as needed.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones and multi-function printers. This position includes office assignments and occasional outdoor responsibilities throughout the year.

Candidates must be able to work Monday – Friday,
8 a.m. to 5 p.m. with occasional overtime

For more information or to apply, please contact Shelley Severson at 713 303 7086,
sseverson@hebff.org or go to <https://www.hebff.org/work-with-us/>