



Guest Experience Director

The Christine Center

Location: Willard, Wisconsin (on-site)

Status: Full-time, Exempt

Salary: \$52,000 - \$60,000

Reports To: Executive Director

Deadline to apply: September 15, 2026

About the Christine Center

The Christine Center is an interspiritual retreat center and residential community in northern Wisconsin. Rooted in a legacy of Franciscan hospitality and welcoming to persons of all spiritual paths, we offer a natural woodland sanctuary for contemplation, spiritual practice, and community.

Our vision—*spiritual deepening for global transformation*—is grounded in our core values of contemplation, hospitality, compassion, simplicity, transformation, and care for our Earth community.

Position Summary

The Guest Experience Director is a key member of the Christine Center's Leadership Team, providing both strategic direction and day-to-day leadership for the guest experience. This role oversees the Front Office, Kitchen, Volunteer Program, and Individual Donor Relations. Working collaboratively across departments, the Director helps ensure that each person who comes to the Christine Center experiences a welcoming, well-supported, and thoughtfully cared-for environment that reflects our mission and values. We welcome applicants who are drawn to the Christine Center's mission and who bring strong leadership, sound judgment, a collaborative spirit, and a commitment to creating meaningful experiences of hospitality and belonging.

Key Responsibilities

1. Leadership & Organizational Strategy

- Serve as a member of the Leadership Team, contributing to organizational planning, goal setting, and implementation of priorities.
- Translate strategic goals into clear operational plans, systems, and workflows.
- Coordinate with other directors to align guest needs, programs, facilities, communications, and operations.

2. Guest Experience, Front Office & Reservations

- Lead the overall guest experience, ensuring hospitality practices reflect the Christine Center's mission and values across all guest touchpoints.
- Oversee Front Office operations, including guest communications, reservations, lodging assignments, arrivals and departures, and guest issue resolution.
- Ensure accurate guest and reservation information is communicated to all functional areas within the Center's three departments: Guest Experience, Facilities & Grounds, and Programming & Communications.
- Resolve guest concerns with timeliness, discretion, and sound judgment, and use feedback to improve service and systems.

3. Food Services

- Provide leadership and oversight for Food Services, ensuring a consistent, nourishing vegetarian meal experience.
- Oversee staffing, scheduling, menus, purchasing, inventory, dietary needs, and meal service.
- Ensure compliance with food safety, sanitation, and applicable regulatory requirements.
- Develop effective systems and procedures for Food Services and work alongside the team when needed.

4. Volunteer Program

- Work closely with the Volunteer Coordinator, providing leadership and oversight for the Volunteer Program.
- Set priorities and ensure the program effectively supports the Center's operational, programmatic, and guest needs.
- Guide the continued development of the program, including volunteer engagement, effectiveness, and sustainability.
- Ensure appropriate systems, policies, and practices are in place for a well-managed and meaningful volunteer experience.

5. People Leadership & Team Culture

- Foster a collaborative, values-driven work environment across reporting departments.
- Develop staffing plans and schedules that align with retreat calendars, seasonal needs, and guest volume, including evening and weekend coverage.
- Work with the Executive Director on recruiting, hiring, and onboarding staff.
- Provide regular feedback, coaching, and growth opportunities to direct reports, including performance check-ins.

6. Individual Donor Relations

- Manage individual donor stewardship in coordination with the Executive Director and organizational fundraising priorities.

- Ensure timely acknowledgments, donor communications, records, and follow-up.
- Build donor relationships and identify opportunities for deeper engagement and outreach.

7. Financial Stewardship, Systems & Compliance

- Develop and manage budgets, monitor expenses, and ensure accurate coding and documentation.
 - Maintain clear systems and standard operating procedures for accountability and follow-through.
 - Manage vendors, purchasing, and operational resources.
 - Protect confidential guest, volunteer, employee, and donor information.
 - Identify operational risks and recommend mitigation strategies.
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Qualifications

Personal Characteristics

- Commitment to the mission and values of the Christine Center and comfort working in a contemplative, spiritually diverse environment.
- Demonstrated ability to lead people and projects with clarity, steadiness, and a collaborative spirit.
- Strong problem-solving and conflict-resolution skills rooted in respect, confidentiality, integrity, and compassion.
- Commitment to hospitality—creating a warm, welcoming, and reliable experience for guests, facilitators, staff, and volunteers.
- Comfort balancing supervision and oversight with hands-on involvement when needed.

Education & Experience

- Required: At least five (5) years professional experience in hospitality, food-service management, staff and operations management, or related organizational leadership.
- Required: Bachelor's degree in business administration, nonprofit management, hospitality management, or a related field. A combination of education and relevant experience will also be strongly considered.
- Preferred: Experience in a mission-driven, contemplative, spiritual, or retreat setting.

Knowledge, Skills & Abilities

- Strong management skills and a demonstrated commitment to staff development, quality control, and continuous improvement.
- Solid organizational skills with the ability to prioritize, track details, and follow through.
- Clear and effective communication skills, both written and verbal, with diverse audiences (staff, guests, vendors, volunteers).

- Comfort using Microsoft 365 (Word, Excel, Outlook) and learning reservation, calendar, and project-tracking tools.
- Ability to build positive working relationships across departments and with outside contractors and vendors.

Working Conditions

- This position is based on-site at the Christine Center (near Willard, Wisconsin) and involves regular presence on campus, with typically one day per week available for remote work.
- Weekend hours are regularly required to support retreats, groups, and campus needs, as well as occasional response to emergencies (e.g., power outages, weather events).
- The role requires moving around campus, occasionally lifting up to 50 pounds, and working in a mix of indoor and outdoor environments. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Benefits

- **Mission and Purpose-Driven:** Be part of work that aligns with our mission of offering contemplative support to persons of all spiritual paths.
- **Health & Wellness:** Access to a tax-free employee funded Flexible Spending Account (FSA)
- **Primary Care Clinic Access:** Low-cost access to a direct primary care clinic (in-person and virtual) through Anovia Health. Option for individual or family plan.
- **Student Loan Forgiveness Eligibility:** Position qualifies for Public Service Loan Forgiveness (PSLF) programs due to our nonprofit status.
- **Paid Time Off (PTO):** Take advantage of paid time off to rest and recharge.
- **Free Meals:** Savor nutritious meals prepared on-site during retreats.
- **Retreat Participation:** Participate in some retreats or events at no cost.
- **Friends and Family Discount:** Receive discounts on lodging for friends and family.
- **Community Engagement:** Join weekly community dinners and holiday gatherings.
- **Supportive Environment:** Work in a flexible, compassionate setting where your contributions are valued.
- **Professional Development:** Opportunities for professional growth and development.

Housing: Optional on-site housing may be available within our vibrant and supportive residential community, significantly defraying the cost of housing, utilities, and meals. Living onsite provides a unique opportunity to immerse yourself in the Christine Center experience, with easy access to the natural beauty of our woodland sanctuary, Center amenities, and deeper engagement with the center's residential and spiritual community. Housing is offered through a separate application and approval process, is independent of employment with the Christine Center, and is not contingent upon continued employment.

Community Environment

Our community fosters collaboration, mutual support, and empowerment. Staff enjoy a work atmosphere embracing open spiritual practice. Twice-daily meditation sessions and weekly community dinners enhance unity and personal growth among team members. This holistic approach supports professional development and nurtures personal and spiritual well-being.

Testimonials

"I feel deeply called to this sacred place, to the work we do and the beautiful community we have cultivated at the Christine Center. There is a shared purpose here—a commitment to growth, peace, and love—that fills my heart. It is a fulfillment so profound that I believe this is my landing place; I can't imagine being anywhere else."

— Valerie H., Programming & Communications Director

"The opportunity to contribute to an organization that embodies hospitality and care for our Earth community is incredibly rewarding."

— Melissa T., Staff

Equal Opportunity Employer

The Christine Center is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Disclaimer

The above statements describe the general nature and level of work required for this job. They are not an exhaustive list of all responsibilities, duties, and skills required.

Ready to join our team? Apply by September 15, 2026:

Send your resume and cover letter to Linda Cates at catesservices@live.com