



MARTHA RETREAT CENTRE
REST • REFLECT • RENEW

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1130 Scenic Drive S.
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JOB DESCRIPTION – HOSPITALITY COORDINATOR

Reports to: Executive Director

Location: Martha Retreat Centre, 1130 Scenic Drive South, Lethbridge, AB

Position: Full-Time

Hours: 35–40 hours per week

POSITION PURPOSE

The Hospitality Coordinator is responsible for ensuring that Martha Retreat Centre is clean, orderly, prepared, welcoming, and hospitable for retreatants, guests, volunteers, staff, and programs.

Martha Retreat Centre is a Christian contemplative community committed to Hospitality, Contemplation, and Formation. Through practical care of the Centre and the way they interact with others, the Hospitality Coordinator helps create an environment that supports peace, prayer, service, silence, reflection, and spiritual renewal.

This is a hands-on hospitality and operations position. The primary focus is the care, cleanliness, organization, and preparation of the Centre, including guest rooms, common areas, kitchens, dining areas, supplies, and facilities. Food preparation and meal service are also important responsibilities within the broader hospitality role.

The successful candidate will bring practical competence, reliability, initiative, and a commitment to or respect for the Christian faith and the contemplative identity of Martha Retreat Centre. Their work should reflect our values: Welcome, Reverence, Humility, Compassion, Stewardship, and Simplicity.

KEY RESPONSIBILITIES

1. Hospitality, Housekeeping & Care of the Centre

- Complete daily, weekly, monthly, and seasonal housekeeping duties.

- Maintain guest rooms, washrooms, dining areas, kitchens, common spaces, offices, and other facilities to a clean, orderly, and welcoming standard.

- Prepare guest rooms and common areas before retreats, programs, meetings, and other events.

- Complete routine cleaning and housekeeping responsibilities personally and maintain established standards.

- Manage dishes, garbage and recycling, laundry, linens, and other routine hospitality tasks.

Monitor and maintain adequate supplies, linens, cleaning products, and hospitality materials.
Identify and report maintenance, safety, cleanliness, or organizational concerns to the Executive Director.
Assist with seasonal preparation, deep cleaning, storage, and care of indoor and outdoor spaces.
Take responsibility for the overall appearance, order, beauty, and functionality of the Centre.

Cleanliness, order, and care of the physical environment are understood as an important part of MRC's hospitality and ministry.

2. Retreat & Event Preparation

Review upcoming bookings and work with other staff members to identify the hospitality and facility requirements for each retreat, event, or program.
Prepare rooms, dining areas, kitchens, common spaces, supplies, linens, dishes, food, and beverages as required.
Establish appropriate preparation timelines and ensure work is completed before guests arrive.
Support smooth transitions between groups and events.
Adjust priorities as schedules, guest needs, weather, or operational requirements change.
Work cooperatively with staff and volunteers to ensure the Centre is ready to receive guests.
Communicate significant concerns or anticipated difficulties to the Executive Director in a timely manner.

3. Food Preparation & Meal Service

Plan and prepare meals, snacks, and beverages appropriate to the needs of retreatants and guests.
Prepare simple and nutritious meals while accommodating identified dietary requirements.
Plan menus and purchase food within established budgets.
Receive, store, rotate, and monitor food supplies appropriately.
Manage leftovers and surplus food responsibly.
Maintain food safety, sanitation, and an organized kitchen.
Coordinate meal preparation and service with retreat and event schedules.
Make appropriate use of fresh and seasonal produce from the MRC garden.
Work cooperatively with the garden team on harvesting, storage, and preservation of produce.
Use basic food-preservation methods such as freezing, drying, or canning when appropriate.
Maintain kitchen equipment and report repair or replacement needs.
Provide direction to volunteers assisting with food preparation or meal service.

4. Organization, Supplies & Stewardship

Maintain organized storage areas for food, cleaning supplies, linens, equipment, and hospitality materials.
Monitor inventory and maintain appropriate stock levels.
Purchase supplies responsibly and within approved budgets.
Reduce unnecessary waste and identify opportunities to improve efficiency.

Use MRC resources, equipment, facilities, and supplies responsibly and with good stewardship. Plan work effectively so that routine responsibilities and retreat preparation are completed within scheduled hours.

5. Volunteers & Garden Team

Welcome volunteers and work with them in a respectful, patient, appreciative, and organized manner.

Provide basic orientation, clear instructions, and appropriate direction for assigned tasks.

Match volunteer skills and abilities with appropriate work where possible.

Use volunteers effectively when the workload exceeds normal capacity while retaining responsibility for the quality and completion of the work.

Work cooperatively with the garden team in the harvesting, use, storage, and preservation of seasonal produce.

Help volunteers understand how their contribution supports the mission and hospitality of MRC.

Communicate significant volunteer-related concerns to the Executive Director.

Volunteer support is an important resource, but does not replace the Coordinator's responsibility for ensuring that required work is completed to MRC standards.

6. Hospitality, Faith & Spiritual Environment

The Hospitality Coordinator is expected to contribute to the character and spiritual environment of MRC through both their work and their manner of serving others.

This includes:

Practicing Gospel hospitality through dignity, kindness, patience, respect, attentiveness, and care.

Understanding and respecting MRC as a Christian contemplative community.

Supporting an environment conducive to prayer, silence, contemplation, spiritual formation, and renewal.

Recognizing that unnecessary noise, disorder, clutter, or activity can interfere with the contemplative purpose of the Centre.

Maintaining peaceful, orderly, beautiful, and welcoming spaces.

Responding to guests warmly while respecting their privacy and the purpose of their retreat.

Maintaining appropriate confidentiality regarding guests, volunteers, and staff.

Conducting themselves in a manner consistent with the values and mission of Martha Retreat Centre.

PERSONAL QUALITIES & CORE COMPETENCIES

The successful candidate will demonstrate:

Spiritual Life & Character – A commitment to or respect for the Christian contemplative identity of MRC, with an appreciation for prayer, silence, spiritual formation, service, and hospitality. Demonstrates humility, compassion, patience, integrity, and respect.

Gospel Hospitality – Understands hospitality as an expression of Christian service and seeks to create an environment in which people feel welcomed, respected, and cared for.

Reliability & Accountability – Follows through on responsibilities, completes routine work without continual prompting, communicates when work cannot be completed, accepts feedback, and takes responsibility for mistakes.

Initiative & Attentiveness – Notices what needs to be done, anticipates needs, addresses problems appropriately, and takes ownership of the care of the Centre.

Cleanliness, Order & Stewardship – Takes pride in maintaining clean, organized, attractive, and functional spaces and uses MRC's resources responsibly.

Collaboration – Works respectfully and effectively with staff, volunteers, guests, and the garden team, recognizing and valuing the contributions of others.

Adaptability & Time Management – Prioritizes work effectively in response to changing schedules, seasonal demands, events, and unexpected needs while maintaining established standards.

Culinary Competence – Demonstrates the ability to prepare simple, nutritious meals and snacks, follow food-safety practices, organize a kitchen, and work appropriately with fresh and seasonal produce.

WORKING CONDITIONS

Full-time position of 35–40 hours per week.

Hours may vary according to retreat schedules, seasonal demands, events, and operational requirements.

Schedule is established in consultation with the Executive Director.

Occasional early mornings, evenings, or weekends may be required.

Work includes significant standing, walking, bending, reaching, cleaning, carrying, and other physical activities associated with housekeeping, hospitality, and food service.

Ability to lift up to 25 lbs.

WHMIS and Food Safety requirements must be maintained.

ACCOUNTABILITY & WORKING RELATIONSHIP

The Hospitality Coordinator reports directly to the Executive Director and works as part of the MRC staff team.

The Coordinator is expected to:

Maintain regular communication with the Executive Director regarding priorities, workload, upcoming retreats, and concerns.

Complete assigned responsibilities within established timelines and scheduled hours.

Communicate promptly when priorities, workload, or circumstances prevent work from being completed as expected.

Follow MRC policies, procedures, schedules, safety requirements, and approved budgets.

Participate in regular check-ins and performance discussions.

Work collaboratively while retaining responsibility for the hospitality standards and operational care of the Centre.

ROLE DEVELOPMENT

The current position is primarily a hands-on hospitality and operations role. As Martha Retreat Centre grows and retreat activity increases, the position may develop to include greater coordination, oversight, and leadership responsibilities.

At its core, the role exists to care for people, spaces, and practical details in a way that allows Martha Retreat Centre to fuoffer welcoming Christian hospitality, contemplation, spiritual formation, and renewal.

Please send your resume to director@martharetreatcentre.ca by Friday, October 23, 2026. We look forward to hearing from you!