



Service. Healing. Transformation.

Hospitality Coordinator Job Description

About the Organization

One World Surgery (OWS) is a nonprofit organization with the vision of a world committed to safe, timely and accessible surgical care. Our mission is to ignite the spirit of service and transform lives by providing access to high-quality surgical care globally. OWS funds and operates the world-class Holy Family Surgery Center in Honduras and construction for a second site in the Dominican Republic is currently underway. Our nonprofit is dedicated to helping thousands of underserved patients receive surgical and primary care and helping hundreds of physicians, nurses and others contribute to making a positive impact in global health. With the support of 100 global teammates, One World Surgery hosted nearly 50 medical missions and over 1,000 volunteers in Honduras and the Dominican Republic in 2022.

One World Surgery has a strong mission-oriented and values-based culture with passionate and highly-engaged teammates across the Dominican Republic, Honduras, and the United States. We embody the spirit of service and seek to learn and continuously improve in order to expand our impact on patients, volunteers, and communities. We foster supportive working environments where teammates can utilize their skills and grow professionally. We regularly connect as a global team to celebrate personal and organizational milestones.

Position Summary:

The Hospitality Coordinator is a member of One World Surgery's hospitality team and serves as the main hospitality contact for staff and visitors during shifts at the OWS Visitor's Center. This position oversees programming for the medical missions and provides logistical and hospitality support for all visits. This role also plays a crucial role in volunteer engagement by creating a warm, inviting, safe, and impactful experience for volunteers.

Schedule: This is a full-time position. During weeks when visitors are present (average of 2 weeks per month), the Hospitality Coordinator will typically work Mondays through Sunday with two days off and Overnights stay as required by the Schedule provided by the Hospitality Manager. During weeks when visitors are not present, the Hospitality Coordinator will work Monday through Friday from 7:30 AM-4 PM.

Reports to: Hospitality Manager

Key Responsibilities

Hospitality

- Create a warm and welcoming environment in the DR Visitors Center, ensuring a positive and impactful experience for all visitors
- Report any incident with volunteers or staff to Hospitality Manager
- Respond to questions and requests from visitors, and remind visitors of OWS and NPH policies
- Update volunteers and visitors regarding the schedule and any other important information via verbal and written announcements
- Engage with visitors throughout their stay to enhance their experience and deepen their relationship to OWS
- Greet volunteers at the airport and oversee volunteer departure
- Conduct tours of the NPH property and OWS site



Service. Healing. Transformation.

- Lead orientations
- Serve as the point of contact for the hospitality team and resolve any hospitality-related issues during shifts including maintenance issues, speaker cancellations, transportation issues, room assignments, staff overnight accommodations, schedule changes, emergencies, etc.
- Open gift shop, process payments, and keep inventory updated
- Lead medical mission dinners and evening programming including dinner set-up and clean-up, speaker introductions, announcements, and general volunteer sign ups
- Support Hospitality Assistant with menu coordination and purchasing
- Receive all merchandise from purchases and update inventory system
- Cross-trained in Hospitality Assistant role to be able to provide coverage, as needed

Volunteer Engagement

- Schedule and lead monthly medical missions/development syncs to discuss volunteer-related topics before and after each mission
- Gather information regarding volunteer interactions from local team and input notes into donor management system
- Work with local and US teams to develop customized agendas for donor or partner visits
- Respond to questions and requests from visitors, and remind visitors of OWS and NPH policies

Medical Missions & Educational Programming

- Collaborate with speakers and partners to develop and schedule presentations and activities that ignite the spirit of service and strengthen volunteers' connection to OWS
- Incorporate donor and partner recognition into programming with direction from the OWS development team
- Lead medical mission dinners and evening programming including dinner set-up and clean-up, speaker introductions, announcements, and general volunteer sign-ups
- Support events and initiatives related to OWS's education program, as needed

Required Qualifications

- Passionate about the missions of One World Surgery and Nuestros Pequeños Hermanos
- Ability to stay overnight in Visitors Center during medical missions (average of 2 weeks per month)
- Full professional fluency in English and Spanish (oral and written)
- Previous experiencing interacting with North Americans or native English speakers
- Outgoing, high-energy, friendly, and charismatic personality
- Strong public speaking and presentation skills and previous experience speaking in front of groups
- Outstanding communication and interpersonal skills
- Ability to work collaboratively in a team and also take initiative and work independently
- Ability to manage stressful situations well and to quickly and creatively solve problems that may arise
- Excellent organizational and time management skills



Service. Healing. Transformation.

- Comfortable communicating by email, WhatsApp, and video conferencing platforms and using Microsoft Word, Excel, and PowerPoint

Preferred Qualifications

- Customer service, education, hospitality, NGO, or medical mission experience
- University degree in relevant field (i.e. hospitality, education, tourism, English)
- Ability to drive and access to a personal vehicle

Status: Full time with benefits according to local laws. Based just outside of San Pedro de Macorís, Dominican Republic. Occasional nights and weekends required.

To Apply: Please complete the form and submit your resume and cover letter [here](#).