



Service. Healing. Transformation.

## **Hospitality Manager, Dominican Republic**

### **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 nearing completion. 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 more than 100 global teammates, One World Surgery hosted over 50 medical missions and 1,500 volunteers in Honduras and the Dominican Republic in 2023.

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 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 OWS Visitors Center is a conference center that provides accommodations for medical mission teams and hosts our education and training programming. The conference center includes 23 guest rooms, industrial and guest kitchens, a conference room, and laundry facilities. The Hospitality Manager plays a crucial role in delivering an impactful experience for all visitors by creating a warm, inviting, and safe atmosphere in the visitor center. They oversee visitor center facilities and operations, including cleaning, meal preparation, and programming and manage a team of hospitality staff. They are part of the Dominican Republic Programs team.

**Reports to:** Dominican Republic Program Manager

**Supervises:** Hospitality Team (currently 1 Hospitality Coordinator, 1 Hospitality Assistant, and 2 cooks)

### Key Responsibilities

#### *Hospitality*

- Serve as the face of the visitor center and a representative of One World Surgery
- Conduct tours of the visitor center, and orient visitors and volunteers to visitor center rules and facilities
- Respond to questions and reasonable requests from visitors
- Enforce visitor center rules
- Make all visitor center-related announcements during medical missions and events

- Lead medical mission evening programming in absence of Visitor Coordinator.

#### *Staffing & Supervision*

- Recruit, schedule, and supervise hourly staff to perform visitor center cleaning, cooking, and errands
- Oversee menu planning and meal preparation for medical missions and other events
- Oversee preparation and clean-up of the visitor center for medical missions and other events
- Engage and manage medical mission volunteers (nonmedical) to assist with meal preparation, serving, and dishwashing
- Assist with cleaning and cooking for medical missions and other events, as needed

#### *Scheduling & Coordination*

- Maintain visitor center calendar
- Provide event coordination services for meetings and events (catering, room set up and break down, equipment set up)

#### *Facilities & Supplies Management*

- Schedule routine visitor center maintenance and upkeep
- Maintain inventory of visitor center supplies
- Coordinate purchasing of general visitor center supplies, food and beverages for medical missions and other events

#### *Budget Oversight*

- Develop and manage annual visitor center budget to include staffing, maintenance, supplies, and food/beverage
- Prepare and submit timely/accurate documentation to accounting such as checks, transfer requests, receipts, and invoices

#### **Required Qualities, Skills, and Experience**

- Commitment to the mission of One World Surgery
- Ability to stay overnight in visitor center during medical missions
- Full professional fluency in English and Spanish (oral and written)
- Strong public speaking and presentation skills
- Friendly, welcoming, and charismatic personality
- Ability to work collaboratively in a team and also to take initiative, work independently, and delegate tasks
- Ability to manage stressful situations well and to quickly and creatively solve problems that may arise
- Excellent organizational and time management skills
- Comfortable communicating by email and Skype
- Comfortable using Microsoft Word and Excel

#### **Preferred Qualities, Skills, and Experience**

- Previous management experience
- Previous budget management experience
- Previous experiencing interacting with North Americans or native English speakers.
- University degree in relevant field (i.e. hospitality, tourism, English)

**Status:** This is a full-time position. Typical work hours are 7:30 am – 4:00 pm Monday through Friday. Evening, overnight, and weekend hours are required during medical missions and other visitor center events (approximately 20 weeks of the year).

**Location:** One World Surgery's facilities are located on the property of Nuestros Pequeños Hermanos in San Pedro de Macorís.

**Benefits:** One World Surgery provides all benefits as required by Dominican law.

**To Apply:** Fill out the application form [here](#).