

HOTEL GARBER

Job Title: Hospitality Associate

Location: Red Cloud, NE

Type: Part-Time (up to 24 hrs/week)

Reports to: Manager On Duty

About Us: Hotel Garber is a 27-room boutique hotel committed to delivering a welcoming, comfortable, and uniquely immersive heritage tourism experience in Red Cloud, Nebraska. As a boutique hotel in a rural community, we value flexibility, teamwork, and exceptional service.

Position Summary: The Hospitality Specialist is a cross-functional team member responsible for supporting daily operations across multiple departments including front desk, housekeeping and occasional food and beverage service all while delivering an exceptional guest experience. This role requires a high level of flexibility and attention to detail, with the ability to shift between responsibilities while maintaining consistent service standards.

Key Responsibilities

Housekeeping & Operations Support (60%)

- Assist with room turns and public space upkeep as needed
- Ensure all areas meet cleanliness and presentation standards
- Support opening/closing procedures
- Collaborate across departments to ensure smooth operations
- Step into different roles based on business needs

Guest Experience & Front Desk (40%)

- Previous hospitality, customer service, or service industry experience *preferred*
- Strong communication and interpersonal skills
- Ability to multitask in a fast-paced, changing environment
- Detail-oriented with strong organizational skills

Food & Beverage Service Support (10%)

- Maintain cleanliness and organization of bar and service areas
- Follow alcohol service and safety standards
- Set out a continental breakfast spread or put away breakfast (if applicable)
- Assist with bar and restaurant service, drink preparation, and guest interaction (if applicable)

Qualifications | Preferred Skills

- Greet and assist guests with a warm, professional presence from arrival to departure
- Manage check-in/check-out, reservations, and guest communications
- Anticipate guest needs and resolve issues quickly and thoughtfully
- Provide recommendations to enhance each guest's stay

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- Basic technology skills (reservation systems, POS, email, google docs)
 - Guest-centric and team-first attitude
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Schedule & Hours

- Part-time, up to 25 hours per week based on occupancy and seasonal demand
 - Must be available to work a rotating weekend schedule that includes a minimum of **two (2) weekend shifts** per month
 - Must be available for rotating evenings, weekends, and holidays as needed
 - Food & Beverage support may be needed based on business levels
 - Availability that does not meet minimum shift requirements will not be considered
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Physical & Functional Requirements

- **Endurance:** Ability to stand, walk, and perform repetitive tasks for extended periods
 - **Strength:** Capable of lifting, pushing, pulling, and carrying objects (up to 25–50 lbs)
 - **Flexibility:** Frequent bending, stooping, kneeling, and reaching
 - **Mobility:** Navigate large areas and various floor types
 - **Dexterity:** Use of hands and fingers for cleaning tools and equipment
 - **Vision:** Must be able to spot cleanliness details and safety hazards
 - **Repetitive Motions:** Includes tasks like sweeping, mopping, and dusting
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What We Offer

- Competitive hourly wage
- Fun, team-oriented work environment
- Opportunity to gain cross-training in front desk, guest services and housekeeping
- Close-knit, team-oriented environment where every role makes a visible impact
- Hands-on experience in a boutique-style, 27-room property (not a corporate chain feel)
- Direct access to leadership and faster skill development through real responsibility
- A dynamic work environment—no two days are the same
- Supportive training for hospitality skills, customer service, and problem-solving
- Fast-paced setting ideal for individuals who enjoy staying active and engaged

To apply, send a cover letter, resume and contact information for three professional references to humanresources@willacather.org.