



JOB TITLE: Guest Services Coordinator

GENERAL DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

The Guest Services Coordinator is a vital part of the Guest Services team. This manager-level position's primary responsibility is to ensure all guest needs are met and also manages the multi-staff Housekeeping department.

This position, along with the Guest Services team, will be the guest advocate, host and guest point person for setting meeting rooms and hosting for rental groups, Road Scholar groups, and outdoor education groups at Covenant Harbor. As with other Covenant Harbor positions, professionalism, courtesy, and a "can do" attitude at all times are a must as seasonal fluctuations or special situations may require the position to occasionally assist in other projects/tasks.

GENERAL QUALIFICATIONS:

This ideal candidate must:

- Have a personal relationship with Jesus Christ.
- Be in agreement with and support of Covenant Harbor's mission and vision.
- Proximity to camp within 10 minutes driving distance in order to respond to guest needs when on call.
- Be comfortable speaking in front of groups.
- Passionate about working with and serving individuals and groups.
- Thrive under pressure in an ever changing environment, have a strong work ethic, and maintain a positive attitude.
- Flexible, attentive to details, able to work with minimal supervision.
- Familiarity with housekeeping management and strategy.

Additional desired skills:

- Lifeguarding/boating experience.
- IT experience.
- Experience with setting and running audiovisual equipment.
- Management experience.

EDUCATION AND TRAINING REQUIREMENTS:

- Year-round experience in working in the field of Christian Camping or similar service industry.
- The ability to communicate effectively in both verbal and written formats.
- Computer knowledge and experience in the use of Microsoft Office software.
- A valid driver's license.

SPECIFIC DUTIES:

1. Guest Services Responsibilities

Time allocation: 50%

a. Hosting Responsibilities and Coverage:

- This position is responsible for complete coverage of hosting needs. Coverage shall be shared with the other Guest Services Coordinator, interns, and Guest Services Director as needed. In the event that the other Guest Services Coordinator and Guest Services Director are unable to assist with coverage, it is the responsibility of the Guest Services Coordinator to cover needed shifts.
- Schedules will require this position to work weekends and nights and cover on-call hours. Position typically offers two days off per week, but may need to work 6 days/week during our busy seasons, taking time off at other times.

b. Meeting Room Set Up

- Set-up and tear down of meeting rooms for groups. (i.e. light custodial work, setup chairs, tables and audiovisual equipment).
- Setup audiovisual equipment, and orientate groups to this equipment. May need to operate audiovisual equipment for groups as necessary.

- c. Interdepartmental communication
 - Ensure that guest needs are communicated to the appropriate camp departments as they arrive.
 - Attend the staff operations meeting to ensure all guest needs are met.
 - Oversee staff sharing when other staff are coming into guest services. Responsible to make sure individuals are trained and prepared to offer an excellent guest experience.
- d. Group Coordination:
 - Greet groups on arrival and give orientation of Covenant Harbor.
 - Be available to assist guests with needs during their stay. Be present at meals, assisting guests with any need they may have, assisting with beverages, answering questions, etc.
 - Collect leader evaluations and group payments. Inspect for damage upon departure and enter information into the maintenance work order system.
- e. Administrative Responsibilities:
 - Attend front desk at Geneva Bay Center (adult retreat center) to answer guest calls and be available for guest's questions.
 - Improve systems and procedures as needed in cooperation with the Guest Services Director.
 - Purchase needed supplies and process invoices accordingly, assist in creation of budget and work within the approved budget.
 - Assist with the data entry, management, and/or communication of guest group pre arrival information.

2. *Housekeeping Responsibilities:*

Time allocation: 40%

- a. This position is responsible for supervising and coordinating the housekeeping department and housekeeping functions for Covenant Harbor. As such, the Guest Services Coordinator will maintain shift schedules for the Housekeeping staff (4-6 full and part time staff) to ensure rooms and buildings are turned over on a timely basis, including assisting with housekeeping as necessary or coordinating agency services.
- b. Ensure standards of cleanliness, hygiene and tidiness are maintained throughout Covenant Harbor through oversight of the housekeeping department and training additional staff as necessary to carry out standards.
- c. This position is responsible for creating and managing the Housekeeping budget with assistance from the Guest Services Director.
- d. Generate work orders, know the status of the repair, and follow through until completion of work order in cooperation with the Facilities Manager.
- e. Manage Housekeeping linen & inventory

3. *Other Activities*

Time allocation: 10%

- a. Prepare outdoor campfires, set out sports equipment for group use. Help run activities such as archery, canoeing, and other activities if needed. May include lifeguarding, driving boats, or other seasonal activities.
- b. Organization and inventory of equipment and supplies in cooperation with the Guest Services Director.
- c. Manage audiovisual equipment and inventory along with Guest Services team.
- d. Provide services to groups while on camp including plunging toilets, replacing light bulbs, finding supplies, and other duties as needed.
- e. Responsible for the seasonal decorations for all of camp along with Guest Services team.
- f. Assist in running the Chart Room/Galley (camp stores) as needed.
- g. Assist with group marketing tours.
- h. Other duties as assigned.

WORK ENVIROMENT:

The duties of this position are conducted outside as well as in an air-conditioned office environment. Hours vary based on group schedules, but because this position is part of the Guest Services team, there is some scheduling flexibility.

PHYSICAL REQUIREMENTS OF POSITION:

Work is divided between sitting in an office and working on a personal computer, supervising activities, and moving necessary equipment and supplies throughout the grounds. Exceptional stamina is required since the camp environment requires long days during certain times of the year. Occasionally, lifting up to 60 lbs. is necessary.

SALARY AND BENEFITS:

Type of Position: Full Time Salaried, Year-Round

Benefit Package: Salaried Exempt Position - Level IV benefits (Camp's highest level of medical and annuity benefits), meals when hosting groups; Possible onsite housing

Reports to: Guest Services Director

Supervises: Housekeeping Department