



JOB TITLE: Guest Services Coordinator

SUPERVISED BY: Guest Services Director

SUPERVISES: Ministry Staff

POSITION OVERVIEW:

The Guest Services Coordinator will support and actively contribute in fulfilling the goals and mission of Covenant Harbor. With the primary focus on ensuring all guest needs are met as a host and “guest advocate,” this manager-level position is a vital part of the Guest Services team, also training and supervising Ministry Staff.

GENERAL QUALIFICATIONS:

This ideal candidate must:

- Be a committed and growing follower of Jesus Christ and actively involved in a local church.
- Be in agreement with and support of Covenant Harbor’s mission and vision.
- Be an effective verbal and written communicator.
- Be in agreement with the Affirmations of the Evangelical Covenant Church.
- Have a passion for engaging people of all backgrounds and ethnicities to feel welcome, safe and accepted.
- Live in proximity to camp within 10 minutes driving distance in order to respond to guest needs when on-call.
- Be 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 “can do” attitude.
- Be professional, flexible, attentive to details, and able to work with minimal supervision.
- Have familiarity with hospitality management and strategy.

Additional desired skills or experience:

- Conversational abilities in Spanish
- Lifeguarding and/or boating 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.
- A valid driver’s license and a clean driving record.
- Computer knowledge and experience in the use of Microsoft Office and Google Suite. An aptitude and willingness to become proficient in CampBrain and other database management systems.

SPECIFIC DUTIES:

Under the supervision of the Guest Services Director and working in cooperation with Guest Services team, Ministry Staff, and other Covenant Harbor staff, the following are responsibilities for this position:

A. Guest Services Responsibilities

- Hosting Responsibilities and Coverage:

- This position is responsible for complete coverage of hosting needs, shared with the other Guest Services Coordinator, Ministry Staff, and Guest Services Director as needed. It is the responsibility of the Guest Services Coordinator to cover needed shifts.
 - Schedules require this position to work weekends, nights, and cover on-call hours. Position typically offers 2 days off/week, but may need to work 6 days/week during busy seasons, taking time off at other times.
 - Facilities Preparation and Group Coordination:
 - Set-up and tear down of meeting rooms (i.e. custodial work, set-up chairs, tables, and other equipment).
 - Set-up and orientate groups to audiovisual equipment. May operate audiovisual equipment for groups.
 - Greet groups and give large group orientation of camp. Collect waivers, evaluations, and payments.
 - Be available to assist guests with needs during their stay including answering guest calls and any questions or needs during their stay. Be present at meals and other touch points.
 - Inspect for damage upon departure and enter information into the maintenance work order system, know the status of repair, and follow through until completion of the work order.
 - Interdepartmental Communication and Administrative Responsibilities:
 - Ensure guest needs are communicated to appropriate camp departments. Attend staff operations meeting.
 - Oversee tasks when other staff assist Guest Services and ensure they offer an excellent guest experience.
 - Improve systems and procedures as needed in cooperation with the Guest Services Director.
 - Purchase supplies and process invoices, assist in creation of budget, and work within the approved budget.
 - Assist with the data entry, management, and/or communication of group pre-arrival information.
 - Perform regular maintenance of Covenant Harbor's information collection systems.
- B. Supervision Relationships**
- Ministry Staff Responsibilities:
 - Supervise and coordinate Ministry Staff working with Guest Services. Maintain shift schedules for the Guest Services team including scheduling of Ministry Staff that all hosting duties are staffed, as well as daily oversight of Ministry Staff.
 - Responsible for recruiting, interviewing, and checking references for applicants interested in the Guest Services home department as a Ministry Staff member. Coordinate hiring details and communication as necessary.
 - Train Ministry Staff on facilities preparation, hosting responsibilities, on-call shifts, and data management as well as other staff who may be helping.
- C. Other Activities**
- Prepare campfires and other activity areas for group use. Run activities such as archery, canoeing, and other activities if needed. May include lifeguarding, driving boats, or other seasonal activities.
 - Manage, organize, and inventory all guest supplies and audiovisual equipment along with the Guest Services team.
 - Provide services to groups while on camp including plunging toilets, replacing light bulbs, finding supplies, running the Chart Room/Galley (camp stores), assisting with group marketing tours, and other duties as needed.
- D. Greater Covenant Harbor Ministry**
- Be a positive, helpful and active member of the staff community.
 - Support and help with retreats and events at Covenant Harbor.
 - Help effectively maintain and steward Covenant Harbor's resources.
 - Teach and oversee Ministry Staff, other Covenant Harbor staff, and volunteers in shared tasks.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:

The duties of this position are conducted outside as well as in an air-conditioned office environment. Hours vary based on group schedules which include weekends. Significant presence on grounds when guests are on-site will necessitate a lot of walking. Covenant Harbor is built on a large hill and although there are paved sidewalks, there are also many steps and steep inclines. Exceptional stamina is required since the camp environment requires long days during certain times of the year. Work is divided between an office and throughout camp, supervising activities, moving equipment, and occasionally lifting up to 60 pounds for 100 yards or more.

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)