



## MINISTRY DESCRIPTION

**POSITION:** Guest Service Manager

**RESPONSIBLE TO:** Camp Director

## GENERAL QUALIFICATIONS:

- A born again, committed Christian who has a genuine love for the Lord and demonstrates a consistent walk with Him.
- Supports and champions Rock Mountain Bible Camp's philosophy of ministry in word and practice.
- A member in good standing of a local church that is in agreement with the RMBC statement of faith.
- Committed to biblical discipleship.
- Demonstrates a servant attitude (puts the needs of others above self).
- Strong desire to work in vocational ministry, views role as a ministry rather than a job.
- Possesses good communication skills and relates well to others
- Inspire employees by personal example to set and attain goals and pursue excellence in their work.

## JOB RELATED QUALIFICATIONS:

- Bachelor's degree in Business, Hospitality, Camp Ministry, Christian Ministry or related field preferred
- Strong desire for excellence.
- Has guest service / hospitality experience.
- Ability to prioritize multiple tasks within given guidelines and follow-through
- Ability to be flexible; perform needed tasks outside area of direct responsibility
- Proficient with computers.
- Ability to adapt to changing work conditions
- Ability to perform physical maintenance tasks (i.e. ability to lift/carry/move 50 lbs.)
- Ability to manage their time well, takes initiative for needed tasks.

## GENERAL RESPONSIBILITIES:

- Book Guest Group events, camps, & retreats
- Assist Guest Group leaders in planning & organizing their event.
- Host &/or schedule trained staff to host Guest Groups.
- Train Guest Service Staff
- Supervise & Disciple Guest Service Staff
- Develop Guest Services
- Marketing to Guest Groups
- Be available to assist in any area of camp, as required.

## **SPECIFIC RESPONSIBILITIES:**

### **Guest Services:**

- Develop & Oversee marketing & communication for RMBC guest group ministry.
- Take initial phone call/email from potential guest group
- Follow up with potential guest groups through email/phone calls/texts
- Coordinate and conduct group tours
- Create proposals for guest groups and update as necessary
- Create and update contracts for guest groups
- Create and keep up to date records of profile sheets
- Communicate with guest groups throughout process from booking to arrival
- Act as Guest Group Host for up to two groups at a time
- Maintain accurate calendar of guest group arrivals and departures
- Work with Camp Director to set rates for guest groups
- Communicate to Program Manager about group needs and assist where needed.
- Maintain appropriate certifications & trainings to assist with program area as necessary (Ropes Course / Zipline facilitation, Lifeguarding, First Aid/CPR/AED, etc.)
- Be available to assist with RMBC programmed events, retreats, and camps
- Oversee snackshop & snackshack (inventory, procedures, etc.)

### **Seasonal Staff:**

- Assist Program Manager with training and oversight of seasonal staff
- Hire, train, and oversee Service Area Supervisors, in collaboration with the Program Manager. (Summer)
- Participate as part of the program team in oversight of guest service areas, guest experience and addressing guest service issues.
- Assist with staff community life/recreation/trips & events
- Assist with staff Bible Studies
- Assist with staff recruiting to colleges, high schools, & churches
- Coordinate weekend staff assignment charts and oversee areas they are assigned to.
- Disciple, encourage and address issues with seasonal staff

### **Accommodations:**

- Create and update cleaning procedures
- Oversee cleaning closets, supply inventory, organization & ordering.
- Train staff both fulltime and part-time on cleaning procedures
- Oversee camp clean up and seasonal deep cleaning rotation.
- Quality control of facilities, making note of the needs and improvements and communicating the needs to the appropriate person or department
- Maintain lost and found
- Organize and maintain the laundry areas
- Ensure indoor spaces are cleaned and ready for guest groups.

### **Communications:**

- Provide Guest Group related content for the monthly "Remembering Rock" email.
- Maintain and Update RMBC Database & USPS Bulk Mailing Processes
- Assist with blog updates
- Assist with RMBC publications
- Maintain office supplies & organization.