

## **Warm Beach Christian Camps and Conference Center Ministry Description**

**Ministry Title:** Guest Service Associate  
**Department:** Guest Services  
**Reports To:** Guest Services Director  
**Prepared By:** Eugene Barnes  
**Prepared Date:** 1/2018

### **SUMMARY**

As a member of the guest services team, the employee in this position will fill both guest service host and registrar roles, as scheduled by the Guest Services Director. This employee will also serve as receptionist when needed, and will also support all operational departments to ensure a seamless experience for our guests. This position requires a flexible schedule of weekend, midweek, and evening on-call time. Regular attendance is essential for this position. Punctuality and adherence to a published departmental work schedules is expected and required. This employee shall, at all times, demonstrate cooperative behavior towards colleagues, guests and supervisors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

#### **A. Guest Service Host**

1. Present a high degree of warm, friendly service to staff and guests.
2. Maintain highly accurate records and follow-through of tasks.
3. Follow established office procedures as directed.
4. Provide professional phone and e-mail support for guests contacting the Camp.
5. Provide professional written communication including proposals, confirmations and other correspondence.
6. Answer questions about bringing guest groups to the Camp; book new and returning groups; and record in the computer the essential communication for appropriate follow-up and tracking.
7. Provide timely follow-up on group contacts to achieve and support group reservations.
8. Check individuals and groups in and out in a timely and hospitable fashion.
9. Re-book groups as they check out.
10. Provide tours and event planning services.
11. Deliver messages, answer questions, and support the guest experience while they are on the grounds, as needed.
12. Support the Hospitality Assistant or accommodations staff on-duty in serving guest needs.
13. Reach out to new group prospects by phone, e-mail and in person.
14. Assist at trade shows and promotions as requested.
15. Maintain key inventory and organization.
16. As a team member within the Guest Service group, support all aspects of office management and customer service, including receptionist, registration, and guest group service.
17. Perform other duties as requested, including cross-training into other operational or program areas.

## **B. Registrar**

1. Orientation to detail and an enjoyment of people.
2. Detailed input into computer.
3. Maintain highly accurate records.
4. Present a high degree of warm, friendly service to staff and guests.
5. Assist as assigned, in any aspect of office management.
6. Learn the specifics of each camp and/or program.
7. Answer registration questions and take registrations for all camps and programs over the phone, on-line, in person, or by e-mail.
8. Develop the knowledge and skills necessary to take the lead in the registration and/or check-in of any camp or program, as assigned.
9. Answer questions about attendance at any WBC sponsored event, transact individual registrations.

## **QUALIFICATIONS**

Critical Skills for this position include the following:

- Strong customer services skills - communication, presentation, phone, conflict resolution, empathy, problem-solving and listening skills
- Clear and effective verbal communicator
- Professional composition and visual style in written communication, including accurate grammar and punctuation
- Ability to create, compose, edit and visually lay out written communication, including e-mail
- Ability to work with established procedures
- Servant's Heart and ability to work in a team environment
- Flexibility and aptitude to change focus and attention pleasantly as needs of the moment require
- Strong computer skill and attention to detail
- Demonstrated experience with MS Word, Outlook, Excel and database entry
- Experience with MIP is desirable
- Ability to quickly grasp new training
- Availability to work weekends and evenings on a rotational basis

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**COMPUTER SKILLS**

To perform this job successfully, an individual should have demonstrated experience with MS Word, Outlook, Excel and database entry. Experience with Venue360 and MIP is desirable.

**PHYSICAL DEMANDS**

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds, with or without reasonable accommodation. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Food Handler's permit, Driver's License

**ON CAMP HOUSING CONDITION** An employee in this position may be required to live on the camp premises in staff housing, or within a 15-minute drive of the camp, for the convenience of Warm Beach Camp in order to respond to emergency needs such as:

- Delivery of emergency messages to the guests
- Opening of sleeping room doors when keys are locked inside by guest
- Helping late arriving guests

**CROSS TRAINING**

Employee will be available to be cross-trained into other areas of the ministry as needs arise, including Food Service, Accommodations, Office, Recreation Services, and Program.

**MINISTRY STATEMENT**

Warm Beach Camps and Conference Center provides Christ-centered environments, experiences and resources, to draw people to God through camping ministries, conferences and events. As a staff, one of our commitments is to carry out our responsibilities in a way that will "keep the path clear to the cross."

**POSITION CLASSIFICATION**

This is a full-time, year-round position.