

# Interim Guest Services Manager

## Job Description Ness Lake Bible Camp One Hope Canada

<b>Position Title:</b>	Guest Services Manager
<b>Reports To:</b>	Executive Director
<b>Positions Supervised:</b>	Housekeeping Coordinator and Rental Staff and/or Volunteers
<b>Remuneration:</b>	Paid Hourly-Determined in the MOU (\$20-23)
<b>Hours:</b>	25 hours / week typically (plus or minus 5 hours depending on need)
<b>Holidays:</b>	Determined in the MOU as per the <a href="#">Ness Lake Bible Camp Vacation Policy</a>

### Overview

One Hope Canada is considered a Religious Order under the provisions of the CRA and as such, missionary employment with One Hope Canada is seen as following God's unique invitation. Members, and those aspiring to be members, must be in agreement with standards of spiritual and personal suitability, and are therefore required to sign a Statement of Affirmation annually.

### Primary Objectives

To present the Gospel, particularly to those having the least opportunity to hear of Christ, and especially to children and youth, and to disciple believers for living and serving through His church.

To accomplish the primary objective through the camping ministry, by effectively:

### General Responsibility:

The first is working with Guest Groups. You will need to ensure each Guest Group has an amazing experience at Ness Lake Bible Camp (NLBC) from initial booking inquiry to departure. You will act as a liaison between the Guest Group and the NLBC Staff and the Year Round Crew (YRC) to ensure that camp is ready prior to the Guest Groups arrival. Occasionally you will be expected to act as the host, especially during the larger guest groups (Dry Grads, Youth Retreats etc) . This person will strive to exceed the expectations of guests by providing consistently superior service and creating a warm and inviting atmosphere at camp.

The second part involves marketing, promoting and advertising NLBC. Ensuring the website has up to date info and is easy to navigate as it is where people check us out first. Overseeing the

store and tuck shop as it sells promotional and NLBC branded items. This will also involve contacting various groups that may potentially be interested in using the wonderful facilities that NLBC offers. Promoting and marketing the camp to these groups will involve collaborating with the Executive Director and completing and improving the established marketing and advertising plan.

The third part will require a willingness to work at camp to ensure guest areas are in good condition and that prep for specific groups needs is complete. This will be a minor part of the responsibilities, but will be required occasionally. This person will work as part of a team to build the Kingdom of God. Responsibilities are to be carried out in a way that will honour Jesus Christ and comply with One Hope Canada's Statement of Purpose and the NLBC Mission Statement.

This position primarily can be done from home but does require the person to work at camp for limited hours. Excellent interpersonal and organizational skills are required. The intensity and focus of this position varies seasonally.

#### **A. Scope of Responsibilities:**

##### **Working with Guest Groups**

The Guest Services Manager will be responsible for all communication between the camp and the Guest Group from first contact to follow-up. This will require great communication with the Guest Groups and onsite staff. Responsibilities include:

- Maintain a master calendar for bookings at camp.
- Distribute booking information packages to qualified groups.
- Develop a relationship with group coordinators and become familiar with their goals so we can meet or exceed their expectations.
- Help Guest Groups plan their schedule to maximize their enjoyment of the property and to enable them to take full advantage of our facility.
- Coordinate Staff and volunteers to the Guest Group schedules onsite.
- Confirm arrangements (dietary needs, set up requirements) 10 days before the beginning of each rental and confirm final numbers.
- Follow up with Guest Groups (Thank you card, evaluation, invitation to re-book, etc.).
- Stay within the Guest Services budget.
- Work with the Executive Director to determine the Guest Services budget for the year (early September).
- Oversee the Housekeeping Coordinator in their role of quality assurance, training of team and adequate materials are looked after.

- Walk through guest used buildings to note repairs and updates that are needed to the Director. (example-outdated shower curtains, chipped sinks, worn flooring, furniture replacement)
- Assist with answering phone calls and messages as needed
- Update and change the wifi passwords
- Complete tasks from the Annual Completion Deadline Chart list in a timely manner, and add tasks as necessary.
- Be familiar with the contents of your department's manuals and guiding documents, and make sure they are accurate and up to date.
- Understand, give input into and implement the long range plan as determined by the Board and Director.

Additionally, the Guest Services Manager will be required to:

- Welcome major Guest Groups to the Property personally and when directed, to be present throughout their stay.
- Welcome the group if possible and/or introduce yourself at some point.
- Recruit, train and equip Hostesses.
- Help host larger NLBC events and rental groups as the Executive Director & Program Director determine.

### **Marketing & Promotion**

- Responsible to use personal contact, phone, print ads, radio, social media, mail, and the web to raise the awareness of potential user groups (Churches, Schools, Businesses, Past Users, new groups, etc.) to increase rental bookings at NLBC.
- Meet with potential businesses, school groups, community groups, etc.
- Website: The website will require continual updating and maintenance. Update marketing information as necessary, including rates, website information, rental packages, rental applications, school group information.
- Be willing to meet with groups to help organize their event (similar to an event planner).
- Be willing to visit and speak to youth groups, community organizations and represent the camp during church services.
- Stay within the Promotions budget.
- Work with the Executive Director to determine Rental and Promotions budget for the year.
- Communicate with event hosts as to what their needs and expectations are for marketing designs which include but are not limited to theme, type of language to use, and descriptions.
- Design, creation and printing for brochures, handout, pamphlets, fliers

- Updating and improving the promotional booth
- Ensure promotional (with the intention of being given away not sold) items and merchandise are purchased and stock. (stickers, mugs, lanyards, pens, keychains etc). Items to be sold are purchased by the store, there is some crossover in these items.

### **School Group Bookings (May – June)**

- Work with the Spring Crew Coordinator and Operations Manager to coordinate all staffing needs required for the spring rental season.
- Pursue rentals with public and private schools that are able to book at a religious site.

### **Summer Camp Season (July – August)**

- Oversee the Summer Team as they run the store and tuck times.
- When possible, time should be taken to create and update promotional materials for the upcoming year and to connect with various fall rental groups.

### **B. Record Keeping and Purchasing**

- Update database information to reflect changes to NLBC property and equipment availability.
- Process all invoices in a timely manner (to groups and to the NLBC office and bookkeeper).
- Submit board reports monthly to the Executive Director. Highlight Guest Services, Promotion and Rental activities. Include suggestions that would be useful to the Board & Executive Director in policy and/or budget decisions.

### **C. Personnel**

8. Provide positive, professional, and effective leadership for all employees and volunteers.
9. Recruit, train and supervise volunteers and casual employees that are connected with Guest Services ensuring that they understand the scope of their responsibilities and performance standards.
10. Participate in professional or spiritual development courses, seminars, or conferences as directed by or approved by the Executive Director or Camp Board.
11. Be a consistent example of Christian commitment and enthusiasm.
12. Attend staff meetings (including Board Advances) upon invitation of the Executive Director.

13. Requests for time off or holidays are to be submitted in advance to the Executive Director for approval. See NLBC Staff Holiday Policy for details.
14. Follow and support all NLBC policies.

#### **D. Relationships**

- Build and maintain positive relationships on and off the property with all contacts, both personal and professional as an ambassador of Christ.
- Build and maintain a prominent and positive profile for NLBC in all spheres of the local community.
- Coordinate with the Executive Director and other staff to ensure that tasks are being performed to standards, in proper priority, in a timely manner, and in harmony with the rest of the camp operation.
- Attend staff meetings (weekly or more frequently as required).
- Communicate and cooperate with other Staff to ensure harmonious relationships and an effective work environment, to form a team which maximizes the effectiveness of all human resources.
- Work closely with other Staff and Program Staff on all matters involving the use of the property by rental groups.
- Help make the volunteer experience a positive and enriching one.
- Be a positive spiritual leader & example to those you work with and serve.

#### **Job Requirements**

- Follower of Christ
- Passion for the Gospel
- A mature and growing Christian committed to living a life of holiness.
- Promote spiritual growth in fellow staff, volunteers, and others using camp.
- Agrees with the One Hope Canada Statement of Affirmation, Articles of Faith and Doctrine, Code of Conduct, and the NLBC Mission Statement.
- Have a heart for Christian Camping and specifically the mission of NLBC.
- Possess superior marketing, computer, and problem solving skills.
- Have a proven track record in dealing with people in a variety of settings.
- A team player, committed to helping others succeed. Proven supervisory skills required.
- Takes initiative – a ‘self-starter’. Focused and organized.
- Good oral and written communication skills.
- Must provide a clean RCMP Criminal Record Check annually.

- Demonstrate a positive and self-sacrificing attitude in fulfilling responsibilities.
- Be able to work flexible hours (including some weekends and evenings) and to accommodate their schedule to seasonal demands.
- Have an excellent general knowledge of camp (history, facility, program options, scheduling, etc.).

***This job description is not intended, and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements. Other duties may be assigned.***

I have read the above job description and completely understand it, and I believe that I can perform the job as outlined.

Position being filled by (Printed Name) \_\_\_\_\_

New Staff Member's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_