



## JOB DESCRIPTION / Guest Services & Day Camps Director

### Job Summary – Guest Services Director

The Guest Services Director is responsible for leading, oversight, and execution of all camp Guest Services functions. This position also helps to run and maintain office systems as well as providing some leadership training and accountability. This position will also assist in the creation and follow through with social media, website, and brochure. This is a full-time ministry position, in which our heart, commitment, and attitude of reflecting Jesus should be evident to staff and guests. Safe, Fun, Gospel is the foundation of the Trout experience. The Guest Services Director is directly accountable to the Camp Director.

### Year Round

While the Guest Services Director is responsible to the Camp Director, there are times when the Associate Camp Director or Assistant Camp Director may provide direction. To be successful, this position must coordinate their efforts with the following key positions: Office Manager, Registrar, Housekeeping, Facilities Director, A/V, Media, and the Asst. Program Director.

- Seek out and recruit new rental groups and special events.
  - Point rentals including youth groups, men's, women's, couples, and special events.
  - Timber Ridge rentals including youth groups and special events, holiday meals, banquets.
  - Shalom House rentals including CNC, men's, women's, couples, and special events in correlation to the Assistant Camp Director.
  - Special Groups such as day camps, school and community groups.
  - Ability to communicate Trout as needed. Conduct on-site meetings and camp tours.
  - Create and maintain brochures, diagrams, and schedules as needed.
  - Be the friendly face for all rental groups through the process of recruiting, sales, on-site and follow up.
- Coordinate and communicate with existing Trout Lake Camps rental groups, Family Camps, Day Camps, schools, and special events.
  - Maintain and follow through with accurate contracts.
  - Develop and maintain an accurate filing system for all rental groups.
  - Call or contact groups at 1 months, 3 weeks, 2 weeks, and 1 week out as needed.
  - Maintain and follow through with on-site scheduling and other event detailed communication.
  - Follow through with special food, medical, or housing needs.
  - Communicate with the Director, Operations, Facilities Director, Food Service Directors, Program Director, and Adventure Director concerning group needs and scheduling.
  - Prepare to hand-off groups to the Apostleship or Leadership Staff for hosting most rental groups.
  - Prepare and complete forms that will assist in handing off groups to area staff.
  - Personally lead weddings, special and specific rental groups as needed.
- Meet guest group goals – increase usage, group counts, group sizes, and increase bed use.
- Maintain and organize high quality on-site folders for guest groups including, schedules, site specifics and details, maps, emergency contacts, etc.
- Maintain and organize the Apple calendar.
- Maintain an accurate and current database of rental groups, special events, family camps, day camps, and professional contacts.
- Maintain and distribute information from our Survey Monkey and on-site surveys for rentals.
- Obtain, organize and communicate all camper, group, staff, volunteer, and visitor statistics for Food Service, Guest Service, Program and insurance concerns in a timely manner.
- Work with social networking staff and other channels as needed.
- Assist in designing, editing, and purposing of brochures and communication pieces as requested.
- Provide information concerning the editing and purposing of websites and social as requested.
- Establish and maintain a system for tracking all Shalom House scheduling of rentals, special events, and volunteers during the Tri-Season.
- Maintain databases in UltraCamp for Family Camp Children's events.

- Assist the Trout Lake Camps office staff as needed for phones and walk-ins.

### **Summer**

- Check in with Fall Rentals as needed.
- Recruit more Tri-Season Rentals.

### **Job Summary – Day Camps Director**

The Day Camps Director is responsible for leading, oversight, and execution of all Day Camps programming, staffing, and training as well as helping to coordinate Family Camp children's groups. The Day Camp Director is directly accountable to the Associate Camp Director (Program).

### **Year Round**

While the Day Camps Director is responsible to the Associate Camp Director, there are times when the Assistant Camp Director or Program Director may also provide direction. To be successful, this position must coordinate their efforts with the following key positions: Assistant Camp Director, Program Director, Registrar, Program Staff, Summer Staff Coordinators, and the Dteam Coordinator.

- Seek out and recruit new Day Camps groups and special events.
  - Create and maintain brochures, diagrams, and schedules as needed.
  - Be the friendly face for all Day Camps groups through the process of recruiting, sales, on-site and follow up.
  - Coordinate and communicate with groups, and maintain and follow through with accurate contracts.
  - Develop and maintain an accurate filing system for all rental groups.
  - Call or contact groups at 6 months, 2 months, 2 weeks, and 1 week out as needed.
  - Maintain and follow through with on-site scheduling and other event detailed communication.
  - Follow through with special food, medical, or housing needs.
  - Prepare and complete forms that will assist in handing off groups to area staff.
- Meet Day Camps goals – increase group counts, group sizes, and program stability.
- Maintain and distribute information from our Survey Monkey and on-site surveys.
- Assist in designing, editing, and purposing of Day Camp brochures and communication pieces as requested.
- Create and develop all Day Camp curriculums and programming.
- Maintain databases in UltraCamp for registration of Day Camps.
  - Assist the Trout Lake Camps office staff as needed for phones and walk-ins.

### **Summer**

The Day Camps Director is directly accountable to the Associate Director (Program) while sharing responsibilities with several program staff leadership positions.

- Recruit, hire, train, and assign work responsibilities and supervise all Day Camps Coordinators and Staff.
- Visit each Day Camp site weekly, making daily visits to each site.
- Assist in the design and instruction at staff training as needed.

### **Tri-Season**

- Create and develop all Girls' Getaway curriculum & programming.
- Maintain connections to Churches, find new (larger) sites as available.
- Supply contracts, etc. to Day Camps groups.
- Recruit day camp staff.

### **Other Job Duties**

- Accurately record hours worked in Buddy Punch or other time recording software.
- Attend and inform all staff meetings as scheduled.
- Perform other duties as assigned by the Camp Director or Executive Director of Camping.

### **Qualifications and Requirements**

- Experience using computers for word processing and to manipulate data in a Mac environment.
- Experience in supervising and working with young staff.
- The ability to handle multiple tasks and projects simultaneously.

- A strong working knowledge of the English language and the ability to spot improper usage.
- The ability to maintain an orderly work environment.
- Strong written and verbal communication skills.

#### **Other Information**

- When work is not available in this area, the employee may be asked to assist in other areas as needed.
- The employee will represent Trout Lake Camp in a positive light in all conversations, both on and off the job, to guests, volunteers, and fellow employees.
- A background check and completion of the MinistrySafe program are required and must be successfully completed prior to employment.
- The position will average from 40 to 48 hours per week on an annual basis. This means that some weeks in the summer may require 48+ hours per week be worked. Other weeks during the off-season may require fewer hours per week. Because of the nature of this position, flexibility is required in the hours that can be worked.
- Individual must be in agreement with the Converge North Central Statement of Belief.

This document reflects the general details necessary to describe the principal functions of this job, the level of expertise, skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

Interested Candidates should email a resume and cover letter to **thoglund@troutcamps.org**

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