

## Guest Services Director Job Description

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### Purpose for the Position

Twin Rocks Friends Camp & Conference Center hosts camps and retreats for more than 250 guest groups each year. The Guest Services Director ensures the success of these events and serves as Twin Rocks' primary contact with these groups. The Guest Services Director is responsible for recruiting guest groups, coordinating guest group reservations, and ensuring that the camp meets the wide variety of needs of guests in camp.

### Essential Responsibilities

- ❑ Be the camp's primary contact with the camp's numerous guest rental groups and their leaders
- ❑ Recruit camper groups to rent Twin Rocks' facilities and amenities through in depth marketing and advertising
- ❑ Oversee with excellence the camp's calendar of guest group retreats/conferences
- ❑ Oversee the face-to-face hosting of guest groups, ensuring their successful on-site experience
- ❑ Advocate with staff for the needs of guest groups; and with guest groups for the needs of staff
- ❑ Successfully supervise the Guest Services department and its employees
- ❑ Successfully supervise the Housekeeping Manager, helping them oversee their department with excellence
- ❑ Serve on the camp's Management Team

### Minimum Requirements/Qualifications

- ❑ Attitude of service and a commitment to Twin Rocks Friends Camp and its ministry
- ❑ Possess an evangelical Christian commitment and lifestyle consistent with the organization's goals, including a signed agreement with Twin Rocks statement of faith and lifestyle expectations
- ❑ Ability to communicate effectively in person, in writing, and over the phone
- ❑ Previous administrative experience and training
- ❑ Bachelor's degree or considerable experience strongly preferred
- ❑ Familiarity and involvement with evangelical Friends Church and/or Twin Rocks Friends Camp preferred.
- ❑ Proven ability to successfully supervise employees and manage a department
- ❑ Ability to undertake "essential responsibilities" above in a timely, friendly, respectful, detail-oriented manner

### Skills and Abilities

- ❑ Maintain a viable, growing relationship with Jesus Christ and exemplify that relationship in daily life
- ❑ Ability to work with other staff in planning logistics and other decision-making
- ❑ Self-motivated person who can anticipate the needs of staff and guests
- ❑ Ability to handle multiple projects and issues at the same time and yet maintain a positive attitude
- ❑ Ability to oversee the management of office machines
- ❑ Ability to interact extremely well with others, including campers, co-workers, and group leaders
- ❑ Ability to successfully supervise employees

### Physical Demands, Environmental Conditions, and Language

It is extremely helpful to be in good physical condition and be able to lift up to 25 pounds. This position involves working primarily inside, but it also includes outside work over rough terrain. Able to communicate clearly in English with staff, guests and volunteers. Proficiency in other languages helpful.

**Specific Vocational Preparation**

Administration, office skills, computer, supervision and other management preparations are necessary.

**Associated Duties**

This person will need to be open to other duties as assigned, including periodically working in other departments. Duties will sometimes include food service preparation, dishwashing, guest hosting, and cabin cleaning, among others.

**Compensation**

This is a full-time, year-round management position, eligible for the camp's full benefit package as outlined in Twin Rocks' Employee Handbook. Among other things, this includes salary, funds for health insurance for employee and family, 401(k) retirement fund, and paid vacation/holiday/sick time. On average, the person in this position will be asked to work 48 hours/week.

**Reports to:** Twin Rocks Operations Director