



LITTLE EDEN CAMP

Guest Services Manager

INTRODUCTION

Little Eden is a Christian camp started by a group of Mennonite men in the mid 1940's and is a member of the Mennonite Camping Association (MCA) as well as the Christian Camp and Conference Association (CCCA). The camp is membership based (approximately 975 members) who elects a Board of Directors to oversee Little Eden and its operations. The Board hires the Executive Director who then recruits and hires needed staff.

The role of the Guest Services Manager is to provide leadership for the day to day marketing, booking and hosting of non-summer guest groups, ensuring they feel cared for and ministered to while at Little Eden Camp.

Our non-summer guests at Little Eden are a key part of our ministry. Our vision is to create an experience that exceeds the expectations of each of our guests in a loving and respectful manner while developing relationships with the groups so they grow to love Little Eden and would desire to come back year after year. Our mission is to create an environment which nurtures and encourages relationships with God and others.

In order to ensure the security and safety of our guests and our facilities, to fulfill the responsibilities included in this job description, and for the convenience of the employer so as to be available when on-call for our guests and any emergencies, it is critical and essential to the mission and ministry of Little Eden Camp that the Guest Services Manager live on campus in housing provided by the camp.

JOB DESCRIPTION

PRIMARY RESPONSIBILITIES:

1. Schedule and coordinate facility usage and needs of upcoming guests including facilities set up, special needs and use of facilities. Open and close facilities before and after groups, or coordinate if not working that group.
2. Host non-summer guest groups including checking guests in and out, assisting guests with any needs throughout their stay, and procuring and processing payment.
3. Stay in contact with past and present guests of the camp encouraging them to continue to use Little Eden's facilities.
4. Be the first point of contact for onsite guests and coordinate with Office Manager telephone coverage.



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5. Respond in a timely manner to communications received by telephone, email, fax or other methods.
6. Maintain the filing and record keeping systems of non-summer guests.
7. Coordinate shoulder seasons/crossover seasons (June & September) with Office Manager.
8. In conjunction with the Operations Director, develop and implement an ongoing strategic plan to market Little Eden Camp's facilities for the non-summer season that includes, but not limited to churches, Christian schools, families and local organizations who would help us fulfill our mission.
9. Review marketing materials for guest groups, ensuring they are developed and updated regularly.
10. Submit ideas and material for social media and website posts related to guest groups and marketing.
11. Communicate with Operations Director housekeeping needs for the non-summer season.
12. Assist with food service during guest groups and summer camp, as needed.

SUMMER RESPONSIBILITIES:

1. Ensure registration forms, welcome sheets and devotionals are in accommodations prior to the 3 pm Saturday guest arrival. Assist with Saturday turnovers.
2. Oversee Office Summer Staff Task List. With help from other office staff, ensure list is completed daily.
3. Assist with supervising summer staff as needed.
4. Attend and participate in summer staff devotions each day during the summer except on days off.
5. Participate in the weekly summer staff outings.

OTHER RESPONSIBILITIES:

1. Ensure office coverage on Office Manager's days off.
2. Assist with keeping the office area clean and work space neat.
3. Assist with general needs of the camp.
4. Other duties as assigned by the Executive or Operations Director.



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QUALIFICATIONS AND EXPERIENCE

Work Experience and Education: Education in related areas. Three to five years (or more) combined education/experience working with customers or in guest services. Some marketing experience preferred. Knowledgeable in Microsoft Office programs and accounts receivable experience is a plus.

Skills Required: Possess a passion to give guests a great Little Eden experience and further the kingdom of God through the ministry of Little Eden. Highly motivated, detail-oriented self-starter; ability to manage multiple projects at a time; ability to operate within a budget; computer literate; cheerful, warm disposition; effectively and invitingly interactive with individuals and groups of all ages in person and on the phone; guest-focused; leadership skills; a team player. Strong math skills a must. He or she must also:

1. Be able to fully support the mission statement and statement of faith of Little Eden Camp and Christ's work through this camp.
2. Be in good health – be able to stand/work on your feet when needed for entire shift (8-10 hours); be able to lift up to 50 lbs at a time; be able to carry and move tables, chairs furniture, and other items; be able do repetitive motion activities (vacuuming, making beds, cleaning); be able to lift, move, twist, bend repeatedly, reach, stack, sweep, mop and other physical activities; have stamina to work 50 to 55 hour work weeks in the summer months.
3. Available and willing to work a flexible schedule, including weekends and evening hours to host guests and guest groups.
4. Possess a valid driver's license.

MISSION STATEMENT

The mission of Little Eden Camp is to provide a Christian environment that nurtures and encourages relationships to God and others through fellowship, worship, camping and education.