



JOB DESCRIPTION

Job Title: Hospitality Coordinator

Reports To: Program Director

Salaried or Hourly: Salaried Exempt or Nonexempt: Exempt

Supervisory (# of staff supervised): 0-40

Camping Commitment Statement

As a follower of Jesus Christ and a minister of His Gospel, model a full understanding of Camp Blessing's ministry strategy and equip and lead a team of staff in providing excellent camping experiences for individuals to encounter Jesus Christ and know the truth of God's love for them.

Mission & Authority

Through both continued training and direct experience, lead staff and volunteers and prepare an environment where guests, staff, and volunteers are well cared for using the cornerstones of hospitality, stewardship, and guest experience. This is a role that coordinates retreat guest experiences, the camp store and retail operations, and hospitality standards across the property, working within the direction set by the Program Director.

ESSENTIAL PREREQUISITES FOR ALL STAFF MEMBERS:

Because of Camp Blessing's exclusive Christian purposes of evangelism and discipleship, and to reflect what has always been and will continue to be the position of Camp Blessing, specifically the Christian belief that **each and every employee and volunteer of the corporation should minister as a servant of God with the primary responsibility of proclaiming the Gospel of Jesus Christ and, as such, is an integral part of the Christian mission and ministry of the corporation**, Camp Blessing shall only employ individuals or enlist volunteer leaders who: (a) profess a belief in Jesus Christ as their personal Savior and Lord; and (b) subscribe to the statements and policies required of all Camp Blessing staff, including the Camp Blessing Statement of Faith. Therefore, employees and volunteers of Camp Blessing, during working and nonworking hours, shall be ready, willing and able to fulfill such ministry functions as may be required by the organization and refrain from conduct and statements that detract from the biblical standards taught and supported by Camp Blessing.

Essential Duties:

Spiritual Formation: *Intentionally provide opportunities for staff to grow deeper in their relationship with Jesus.*

- Participate in opportunities for growing deeper in your relationship with Jesus.
- With direction from Program Director, develop an annual personal spiritual growth plan.
- Foster an environment where retreat, retail, and hospitality staff have opportunities for ongoing spiritual development.
- Lead Devo for Cabin Parents each week during the summer camping season.

Attentive Hospitality: *Equip servant leaders who anticipate and respond to the needs of our guests, volunteers, staff and vendors, through Christ-like service.*

- Establish a department posture of service that anticipates guest needs and responds with professionalism.
- Direct the guest check-in, retreat hosting, and camp store experience within the standards set by the Program Director.
- Anticipate and respond to guest needs and requests in order to partner with our groups; meeting their needs and developing an environment where guests are heard.

- Maintain professional written and verbal communication to serve staff, guests, and vendors at camp

Interpersonal Relationships: *Help build relationships that reflect the character of God with guests, volunteer, staff and vendors.*

- Build relationships that reflect the character of God with guests, volunteers, staff and vendors.
- Ensure retreat, retail, and hospitality staff demonstrate the importance of their interpersonal relationships with guests.
- Cultivate interdepartmental staff relationships.
- Create a culture that others want to join.

Comprehensive Stewardship: *Manage with integrity the finances, people, buildings and equipment that have been entrusted to our ministry.*

- Manage with integrity the retail inventory, retreat facilities, and equipment that have been entrusted to our ministry.
- Maintain systems for inventory control over camp store merchandise and retreat supplies.
- Track retail sales and retreat-related costs and report trends to the Program Director.
- Cultivate an environment where hospitality staff feel valued.

Talent Development: *Through a consistent and accountable evaluation process, we identify and provide opportunities for staff in continuing education, leadership development, career-pathing and cross-training.*

- Intentionally pursue opportunities in leadership, personal growth, and development.
- Establish and execute retail training for summer staff.

Embracing Excellence: *Gladly prepare an environment that glorifies Jesus Christ.*

- Lead retreat, retail, and cabin parents in daily responsibilities with attention to the standards and metrics required for excellent camp operations.
- Exemplify your commitment to uphold the Camp Blessing Standards in the way you conduct yourself with staff, guests, and volunteers.
- Develop guest-facing systems that consistently exceed expectations of hospitality, service, and presentation.

Training Expectations:

- Must obtain and maintain CPR/First Aid certification within 1 year unless already certified.

Retreat Communication

- Manage all retreat communications from initial inquiry through final billing and feedback.
- Ensure all contracts and necessary forms are completed correctly and in a timely manner to facilitate camp operations.
- Develop and maintain effective filing systems, both electronic and physical.
- Carry out consistent outreach to retreat group leaders with retreat information, welcome correspondences, required forms and payments, and appreciation and feedback correspondences.
- Work collaboratively with the Facilities Team to coordinate desired set-up of the dining hall, meeting spaces, bonfires, etc. for the upcoming retreat groups.
- Manage accounts and conduct bookkeeping for retreat groups and inventory.
- Coordinate the cleaning of camp facilities between retreat groups.
- Prepare various types of correspondences such as memos, emails, invoices, and reports.

Hosting

- Greet retreat group leadership upon arrival, verify retreat plans, collect forms, and answer questions.
- Make yourself readily available for group leaders and guests to request your assistance.
- Collaborate with the Program Director to divide and schedule retreat hosting assignments.
- Perform hosting duties for all camp retreats as assigned by the Program Director
- Assist the kitchen staff and hospitality team, as needed.
- Ensure guest and group satisfaction while upholding Camp policies.
- Execute closing of camp facility procedures at the end of the retreat.

Retail

- Collaborate with the Program Director in the oversight and operation of the retail store.
- Participate in the design and ordering of new merchandise.
- Manage the inventory and display of camp merchandise.
- Operate the store when requested by retreat groups.
- Train summer staff to assist with retail operations in the summer.

Housekeeping

- Manage the communication and scheduling of the contract cleaning service.
- Manage the inventory of cleaning supplies and paper goods to facilitate camp operations.
- Inspect spaces following cleaning to ensure adherence to camp standards.
- Provide contract cleaning has the information needed to facilitate their roles.
- Coordinate the billing and invoicing process for the contract cleaning service.

Summer Camp Season

- Oversee the Cabin Parent Program that involves training, spiritual guidance and equipping.
- Oversee and coordinate the Summer Staff in the cleaning and turnover of Camp following a week of summer camp to ensure excellent facility operation.
- Oversee and participate in all retail operations to maximize the revenue generation potential for camp

Camp or Job Specific Working Conditions:

- May be required to lift materials weighing up to 50 pounds (retail and housekeeping stock).
- Camp Blessing is in the hospitality industry and as such, serves guests year-round. This includes working non-traditional hours in the summer and hosting weekend retreats outside of the summer season as required.
- Involves both administrative work and an active guest-facing role.

Education:

- Some college education or applicable experience preferred.

Qualifications and Experience Required For The Job:

- Experience in hospitality, retail, or guest services preferred.
- Experience training and leading teams.
- Demonstrate understanding of Camp Blessing ministry, strategy and mission.
- Experience in organizing and prioritizing tasks.
- Demonstrate professionalism in written and verbal communication with guests, vendors and staff.

Confidentiality Statement:

- This role is entrusted with sensitive personal, medical, and operational information regarding campers, staff, and the organization. Maintaining strict confidentiality is required at all times. Disclosure of any confidential information to unauthorized parties is prohibited and may result in disciplinary action, up to and including termination.

This 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 essential for making compensation decisions.

I have read the above job description, and I believe I can perform the duties as described.

Staff Person's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____