

**Description:**

The Guest Services Manager is responsible for organizing, scheduling and implementing reservations for guest groups. As a member of the Office Team, focus is given in showing Christian hospitality, responding to guest calls and inquiries, actively promoting the value of a retreat experience, registering individuals and groups, settling group and individual bills, and responding to guest needs.

**Accountability:**

Directly responsible to the Executive Director

**Requirements:**

1. Giftedness in hospitality and a heart for ministry.
2. Good interpersonal skills and telephone presence.
3. Attention to detail & accuracy in preparing documents
4. Computer literacy: including email, Google calendar and ability to learn CampWise software. Experience with HTML is helpful, but not required.

**Duties & Tasks:**

1. Respond to group inquiries, actively communicating the benefits of a Camp Men-O-Lan experience.
2. Actively seek ways to promote Men-O-Lan through conversation with current, past and potential group leaders.
3. Handle group reservations, prepare contracts and follow up through regular contact with groups to ensure the most accurate possible pre-retreat communication.
4. Upon arrival, welcome, greet and register groups, review procedures, and make sure they feel cared for.
5. Process group billing & settlement in a timely and professional manor.
6. Build ongoing friendly relationship with group leaders, periodically thanking them and showing appreciation for their patronage.
7. Maintain group waiting lists and contact groups on the list working toward maximum occupancy.
8. Coordinate group needs such as equipment, snacks, meals, meeting rooms, etc.
9. Be aware of Men-O-Lan Summer Camp and Day Camp needs, coordinating guest group usage around the facility needs of our programs.
10. Deal with groups on issues relating to damage, room problems, etc., in cooperation with appropriate departments. See that guest's needs are cared for promptly and followed through.
11. Support other office functions as needed (Summer camp and Day camp reports and registrations, etc.).
12. Run reports for board meetings and financial budgeting as needed.
13. Help with the weekend On-Call Schedule at least one weekend a month.
14. Any other duties as assigned by Supervisor.

**Compensation:**

Full-Time Salary position, with benefits

**Other:**

- Schedule will include Friday evenings and at least one on-call weekend a month.
- Informal, neat, conservative, professional attire, appropriate for meeting the public is required.