



Job Description: Guest Services Director

Responsible to: Executive Director

Qualifications:

- Computer skills: knowledge and comfortability using a computer and computer applications including Windows Operating Systems, Microsoft Word, Microsoft Excel, email, google based applications, social media, and the ability to learn to be proficient utilizing camp registration software (currently use Ultracamp). These skills are used regularly for scheduling, data entry, maintaining calendars, and record keeping.
- Communication Skills: Strong verbal and written communication skills are essential to this position. Face to face, phone, and email communication are a daily requirement.
- Relational Skills: genuine interest in and the ability to work well with all people individually and as part of a team.
- Organizational Skills: qualified applicants can keep multiple levels of tasks organized and completed in a timely manner, while also coordinating the varying needs of guests, coordinating multiple schedules, and ensuring that Blue Lake staff are prepared in advance of a group's arrival.
- Ability to multi-task and delegate responsibilities on daily basis.
- Ability to work in fast-paced environment with many interruptions and new challenges, while remaining welcoming and hospitable to our guests.
- Ability to work on site daily in an office environment as well as moving around a large camp and retreat site, sometimes on foot, both indoors and outdoors at all times of the year.
- Degree or experience in the guest services field is preferred, but not required to be considered for employment.

Responsibilities:

- Provide friendly and supportive hospitality to all guests and act as the first line of the guest experience at Blue Lake through all avenues of communication.
- Execute and supervise the registration of all individuals and groups participating in Blue Lake programs: these include summer camps, guest groups, and other programmed events.
- Supervise, support, and regularly communicate with the Office Assistant to develop daily tasks and job duties.

- Supply accurate information and reports about events, programs, and scheduling as requested by the Leadership Team in a timely manner both prior to and after events.
- Prepare contracts and confirmations, accept and account for deposits for contracts, receive booking numbers and distribute to staff as needed.
- Reconcile registration numbers for all events. Provide the financial office with final closeout numbers to generate final billing invoices.
- Oversee all guest services, working closely with housekeeping, food service, program and maintenance director to distribute information concerning guest requests, and supervise as needed to be sure requests are honored.
- Prepare door and name tags as needed.
- Maintain a well-organized Master Camp Calendar and communicate often with the leadership team about upcoming groups and events.
- Maintain a master copy of Policies and Procedures and Camp Fee Schedule and update as requested by Board of Trustees and Executive Director.
- Oversee and maintain the postage needs of camp.
- Assist in scheduling regular maintenance through contracted vendors.
- Assist the Executive Director in the operations of the Camp Store, including opening the store for groups, placing orders, counting inventory, and maintaining the appearance of displays and merchandise.
- Provide back up to the Office Manager as needed.
- Provide tours to prospective guests with a spirit of hospitality.
- Assist Executive Director and Program Director in preparation of content for promotions, email and marketing campaigns, and mailings.
- Welcome groups as they arrive on site, providing orientation information and ensuring they have all they need for a successful event.
- Be present on site acting as group host as needed on some weekends.