

Rhodes Grove Camp and Conference Center

Guest Services Coordinator Job Description

Revised Date: June 7th, 2023

POSITION TITLE: Guest Services Coordinator

FSLA STATUS: Salaried/Exempt

Position Description

Reporting to the Executive Director, the Guest Services Coordinator will provide leadership and coordination of guest services for groups utilizing the Rhodes Grove Camp and Conference Center. All functions will be performed within the stated mission and core values of Rhodes Grove Camp and Conference Center.

Responsibilities

- Serve as the point of contact for all groups utilizing the facilities, greeting the groups upon arrival when the host is not available to provide a general orientation to the facility.
- Communicate with guest groups and guests regarding the signing of contracts and securing all deposits, and payments on or before their due dates.
- Maintain relationships with current guest groups and churches.
- Actively recruit new guest groups and churches to Rhodes Grove Camp and Conference Center through various sources including the website, social media pages, church newsletters, and visitations to churches and organizations.
- Complete an exit interview with the group leader to gather information related to their stay.
- Work closely with and communicate with the Head of Food Services regarding guest counts, food allergies, special arrangements and monthly calendar of groups and events.
- Work closely with the Head of Facilities and Grounds to ensure the facilities are prepared in advance for each group's arrival at the campus, as well as with turnover and cleaning of facilities for guest groups when needed.
- Oversee the housekeeping staff. This includes:
 - Creating monthly housekeeping schedule
 - Cleaning and turnover of hotel rooms and cabins
- Provide training to and oversee the work of Guest Services staff and volunteer weekend hosts.
- Create weekend host schedule.
- Gather information and provide statistics related to recruitment activities, group utilization, and satisfiers/dissatisfiers.
- Under the guidance of the Executive Director, prepare a vision and strategic plan regarding guest services for Rhodes Grove Camp and Conference Center.
- Provide the Executive Director with monthly updates and action plans related to staffing, programming, and other agreed upon goals on the first of the month.
- Under the guidance of the Executive Director, develop all guest services promotional materials and oversee distribution to the appropriate outlets.

- Under the guidance of the Executive Director, prepare yearly pricing sheets and submit an annual budget and ensure that guest services operate in compliance with the approved budget.
- Attending all regularly scheduled staff meetings.

Position qualifications

- High school diploma required.
- Minimum of three years customer service/guest services experience preferably in a related field such as hotel/motel, conference center, or a similar role in a non-profit organization.
- Must have advanced computer skills with working knowledge of Microsoft Office, internet, email.
- Must have excellent organizational skills to ensure the guest services function provides seamless interaction with internal and external customers.
- Must possess strong interpersonal skills with the ability to relate to guest groups and potential guest groups.
- Must agree with Rhodes Grove Camp's vision, mission, core values and confession of faith.
- Must provide a Background Check and Child Abuse Clearance every 5 years.