



**TITLE:** Guest Experience Specialist

**CLASSIFICATION:** Regular Part-time Non-Exempt

**UPDATED:** June 4, 2024

**PURPOSE:**

To help fulfill Camp Hanover’s mission by providing exceptional hospitality, warm interaction, and support to guests and staff. The Guest Experience Specialist will represent Camp Hanover as the initial, primary contact and registrar for guest groups and program participants, and serves as a front-line hospitality staff member, in order to ensure a continuum of contact and standard of excellence throughout the Guest Experience journey.

**PRIMARY RESPONSIBILITIES:**

The Guest Experience Specialist has responsibility for guest and participant registration in programs and events, and for reservation and scheduling of facility usage, food services, and other activities or services provided by Camp Hanover to guest groups. The Guest Experience Specialist will provide general clerical support and perform some administrative duties as needed, including Accounts Payable and Receivable. On occasion, the Guest Experience Specialist may be responsible or partially responsible for supervision of seasonal interns.

**QUALIFICATIONS:**

- Be of good character, able to exercise sound and sober judgment in a Christian environment.
- Be Familiar with the Presbyterian Church (USA) and Reformed theology as it relates to Christian nurture and welcome in an outdoor ministry camp and retreat setting.
- Be committed to Camp Hanover’s mission and to fully participating as a member of the Camp Hanover community.
- Have previous experience in guest services, hospitality, or administrative assistance.
- Have a minimum of intermediate computer skills and be proficient in Microsoft Office, especially Microsoft Excel.
- Be eager and have ability to learn computer programs and other technologies specific to Camp Hanover’s ministry.
- Be at least 21 years old and have a valid driver’s license with a safe driving record.
- Be comfortable working indoors and outdoors.
- Be able to sit, stand, bend, kneel, and reach.
- Be able to walk over uneven terrain, and lift, carry, and move loads up to 50lbs occasionally.
- Be Self-motivated and able to complete duties with minimal supervision.
- Be a team player. Be flexible. Be well organized. Have effective time management and problem-solving skills.
- Have strong interpersonal, written, and verbal communication skills.
- At minimum, have a High School Diploma or equivalent.

**PREFERRED EXPERIENCE:**

- Previous experience at a camp, conference, or retreat center, especially one ACA Accredited.
- Previous experience in the management of administrative processes.
- Previous experience in the hospitality industry.
- Knowledge and experience with summer camp and retreat registration processes.

**ACCOUNTABILITY:**

The Guest Experience Specialist is accountable to the Executive Director as their immediate supervisor.

**SCHEDULE:**

This is a part-time, hourly position. The expectation is 24 hours a week, 6 hours per day, 4 days week, from 9am to 3pm Tuesday through Friday. While summer camp is in session, the expectation is Sunday will be a workday. The specific workdays, hourly schedule, days per week, hours per day, and hours per week are negotiable as the needs of the Camp change. Availability on weekends, holidays, and evenings may be required at times.

## **SPECIFIC RESPONSIBILITIES (Including but not limited to the following):**

### **A. Guest Experience and Hospitality**

- Serve as the first and primary contact for guests and program participants by answering and routing phone calls, responding to email and website inquiries in a timely manner, and staffing the reception area of the Welcome Center.
- Manage, modify, and improve current processes for participant registration for programs and facility use reservation by guest groups.
- Schedule and lead tours of the site with guest group contacts and camper families.
- Create inviting and welcoming experiences for guests and participants, by ensuring all lodges, cabins, longhouses, meeting spaces, dining areas, and restrooms are clean, attractive, inviting, welcoming, stocked, and ready for guests and program participants prior to their arrival.
- Develop and implement systems to collect and respond to guest feedback regarding their experience.
- Communicate guest group reservation details with facility staff, hospitality staff, housekeeping staff, food service staff, and program staff.
- Communicate meal counts, serving times and special dietary needs of guests and participants to the Food Service Manager.
- Schedule, train, and support Hosts and Housekeeping Staff.
- In consultation with the Associate Director of Programs, schedule and support Lifeguards, Challenge Course Facilitators and other program staff when Camp Hanover is to provide activities for Guest Groups.
- Identify and recommend “green” practices relative to cleaning products, supplies, recycling and energy efficiency with regard to hospitality and guest service practices.

### **B. Office Administration and Clerical Support**

- Manage, modify, and improve current office administrative processes. Institute practices to ensure efficient office operation and accurate record keeping.
- Maintain the organization, cleanliness, and overall appearance of the Welcome Center reception area, conference room, inner administrative office, copy room, and kitchen so as to make a professional, welcoming impression on visitors.
- Collect and distribute postal mail and packages when received. Stamp correspondence with date received.
- Maintain accurate and up to date record keeping of seasonal and year round employee personnel information.
- Collect hourly timesheets and enter into payroll system. Process payroll after approval by Executive Director.
- Serve as the primary point of contact for accounts receivable, making deposits and recording income in banking, bookkeeping, and registration systems, in accordance with financial controls policies.
- Serve as the primary point of contact for accounts payable, processing payments and recording expenses in banking and bookkeeping systems in accordance with financial controls policies.
- Coordinate distribution of business credit card monthly statements to staff and recording of receipts in bookkeeping system in accordance with financial controls policies.
- Manage petty cash and record transactions in accordance with financial controls policies.
- Provide information regarding donations received to Development Assistant and Executive Director in a timely manner for entry into the donor management system.
- Assist as needed with preparation, assembly and delivery of bulk mailings.
- Oversee the inventory and ordering of all business and office supplies. Recommend purchases, and purchase business and office supplies as needed, within the approved operating budget.
- Ensure office equipment is in good operating condition and arrange for the routine maintenance.
- Prepare reports and other documents as requested by the Executive Director or Associate Directors.
- Promote practices that seek to reduce waste, reuse items, and recycle as much as possible.

### **C. Summer Camp**

- Be present at Sunday afternoon summer camp check-ins.
- Manage the record keeping of camper and summer staff information.
- Assist Associate Director of Programs with collection and filing of human resource forms from camp staff.
- Assist with overnight camp and day camp camper check-in and check-out procedures.

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- Prepare, print and distribute weekly forms and camper lists including check-in sheets, health history form, get to know me form, master lists, windshield cards, etc.
- After camper check-in, prepare, print and distribute group medication and allergy information sheets to counselors and kitchen staff.
- After camper check-in, assemble forms and documentation into weekly information binders.
- Prepare and send pre-camp, post-camp, and weekly communications to registered campers.
- Coordinate collection, delivery, and distribution of daily incoming and outgoing camper postal mail.
- Print and distribute daily camper emails.
- Purchase and procure program supplies as needed and as directed by the Associate Director of Programs.
- Make parental contact as needed and as directed by the Executive Director Associate Director of Programs.
- Relay phone messages to the appropriate staff.
- Coordinate Camp Store and maintain inventory of items.
- Instruct summer staff in "Office Hours" procedures.

**OTHER RESPONSIBILITIES (Including but not limited to the following):**

- Attend and participate in Camp Hanover Staff Meetings
- Attend and participate in Camp Hanover Board meetings as requested
- Serve as Host for groups as needed
- Other related duties as assigned by the Executive Director or as dictated by Camp Hanover's needs

**RELATIONSHIPS:**

- Reports to and works at the direction of the Executive Director
- Provides clerical support to the Executive Director and Associate Directors
- Serves as part of the camp staff team alongside other staff and volunteers
- May on occasion serve as supervisor of interns or volunteers

**REVIEW AND EVALUATION:**

The Executive Director shall review the Guest Experience Specialist's performance at least annually. This position description and annual work plans shall serve as the framework for the review. The Executive Director shall provide written copies of their review to the Guest Experience Specialist and to the Executive Committee of the Board of Directors.

**COMPENSATION:**

- \$22 per hour for actual hours worked
- Employer's share of FICA
- Paid Leave and Medical/Pension benefits in accordance with the Camp Hanover Inc. Personnel Policies
- \$1,000 Medical Expense Reimbursement annually with receipts required
- Reimbursement for mileage or use of camp vehicle for work-related travel
- Reimbursement for approved work-related expenses with receipts required
- Meals when served as part of a camp event

**Camp Hanover is committed to being an Equal Employment Opportunity Employer not only as defined by the U.S. government, but also to include gender identity and sexual orientation. Candidates from Communities of Color, or with fluency in languages other than English, are encouraged to apply.**