



# OFFICE MANAGER AND GUEST SERVICES

## **Accountability and Expectations of Leadership:**

- Accountable to the Camp Director.
- Annual review as well as additional feedback as needed

## **Summary of Position:**

- To facilitate the operation of Aldersgate office and provide administrative support to the Camp Director
- Responsible for coordinating the Guest Service functions for all Aldersgate rental groups

## **Essential Job Requirements:**

- Must display a sincere love for the Lord and a working commitment to the Lordship of Christ in every area of life
- Must have a desire to build relationships with guest groups and leaders through service and hospitality
- Attend and participate in the leadership of weekly planning meeting.
- Recognition of how this role is to cooperate and support the philosophy and goals of the overall Vision/Mission and Purpose of Aldersgate
- Manages the day to day operations of Aldersgate Office (Answer phones, forward messages, handle email correspondence and send/receive faxes)
- Have a good understanding of Microsoft Word, Outlook, Excel and Filemaker Database.
- Maintain inter-office calendars and guest group calendar
- Maintains donor, partners, participants and guests emails, mailing lists and phone numbers
- Develops and maintains administrative procedures; recommends, develops and implements administrative changes as appropriate; maintains office record-keeping systems
- Work with Camp Director to develop marketing and promotional goals.
- Coordinate what dates, what facilities, etc. would work best for the group that is requesting a date, and other groups on the grounds
- Prepare contracts and add groups to the calendar and contact databases
- Follow up on the group if the contract is not returned by the due date
- Send out reminder email/letter 1 month before the group is coming-letting them know for sure what their meeting room/s will be and to remind them of their responsibilities
- Take the tentative count (3 weeks before the date) and the final count (2 weeks before the date). Pass that count onto the Food Service Manager/Chef and all other necessary employees
- Inquire as to any special accommodations for the groups (dietary, room set-ups, etc.)
- Prepare Conference Information Sheet for all departments (communicate details at staff meetings)
- Place notification signs for Guests on meeting rooms, accommodations, dining hall and reader board as needed
- Organize and host facility tours
- Act as guest group host which means being on-call after business hours for guest needs that might arise.
- Coordinate registration for occasional Aldersgate sponsored events
- Obtain and processes incoming and outgoing mail.
- Maintains general office and recreational supplies/equipment. Assists in the procurement of special equipment and necessary supplies.
- Assist with Human Resources information processes including but not limited to securing and confirming the accuracy of applicant materials, conducting background checks and verifying employment
- Support all other Aldersgate departments with clerical duties

- Setup meeting room chairs/tables/audio-visual equipment prior to groups arrival
- Strong organizational skills and the ability to use independent judgment in prioritizing tasks while experiencing frequent interruptions
- Ability to type 50 wpm
- Willingness to assist in other departments as needs arise, including food service, housekeeping, maintenance and grounds.

#### **Education**

- Bachelor of Arts degree(s) in business, office management, ministry, or hospitality preferred with 2-5 years of office and customer service experience

#### **Language Skills**

- Ability to read, analyze, and interpret complex documents. Ability to respond effectively to inquiries and complaints.
- Command of correct English usage, spelling, grammar and punctuation; strong proofreading and editing skills

#### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts and percentages.

#### **Reasoning Ability**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

#### **Certificates, Licenses, Registrations**

- Drivers License

#### **Physical Demands**

- Ability to lift up to 40 pounds

#### **Work Environment**

- Standard office environment
- Flexibility to work irregular hours as needed. Minimum 40 hours per week year around with extra hours as needed during peak times. Typically a Tuesday-Saturday work schedule October-May. June-September work schedule will vary based on group need.

#### **Cross Training:**

- Employee will be available to be cross-trained into other areas of the ministry as needs arise

#### **On-Camp Housing Condition**

- The employee in this position is required to live on the camp premises in staff housing for the convenience of Aldersgate in order to respond to emergencies and guest group needs. It is a two bedroom mobile home in good condition and pets are not allowed.