

JOB DESCRIPTION

POSITION: Guest Services Director

RESPONSIBLE TO: Executive Director

I. QUALIFICATIONS:

- A. Is a professing Christian committed to following, in both spirit and practice, the principles listed in the Statement of Faith.
- B. Has a sincere love for the Lord and desires to see people come to know Him personally and grow in their faith.
- C. Has the ability to work with and supervise others.
- D. Has an undergraduate degree or greater in a Biblically-related field or related experience.
- E. Is physically able to perform the responsibilities associated with the position.
- F. Is creative, organized, outgoing, and personable.
- G. Is able to operationally and spiritually lead and train Volunteers.

II. GENERAL RESPONSIBILITIES:

- A. Administrate the year-round booking, including contracts and collection of fees, of all groups and guests at camp, including rental groups, work crews, and volunteers.
- B. Keep current with trends in Christian camping and trends related to their ministry area.
- C. Be available to assist in other areas as needed or as assigned by the Executive Director.
- D. Inventory, stock and submit purchase requests for all cleaning and decorating supplies.
- E. Submit recommendations to the Executive Director for approval for purchases and projects within the areas of Guest Services.
- F. Serve and be a resource to local churches and ministries within the areas of teaching and evangelistic efforts under the auspices of Arrowhead Bible Camp.
- G. Be responsible for the custodial/housekeeping of all camp buildings.
- H. Maintains certification that qualifies for health services staff at Arrowhead Bible Camp.

III. SPECIFIC RESPONSIBILITIES:

- A. Compliance
 - 1. Keeps current with federal, state, and local codes as well as insurance requirements that regulate how Arrowhead Bible Camp functions.
 - 2. Develops/updates procedures for Arrowhead Bible Camp to stay compliant with codes and requirements and trains staff in these procedures.
 - 3. Is responsible for stocking areas of camp with the physical tools/items to keep camp in compliance with codes and requirements.
- B. Program
 - 1. As opportunities are available and the schedule permits, promote camp programs and volunteer opportunities in local churches.
 - 2. Recruit all Volunteer Staff for the summer and non-summer months.
 - 3. Oversee the management of all of camp's volunteers.
 - 4. Decorate camp appropriately for the season.
- C. Guest Services
 - 1. Book Rental Groups, communicating with them all that they need to know, and all that you will need from them.
 - 2. Communicate regularly with all guests while they are in camp, ensuring that they are adequately cared for and accommodated.

3. Make sure that the needs of rental groups are communicated with Core Staff. This includes:
 - Displaying the Rental Agreement for all staff to reference.
 - Ensure that camp facilities are ready for each group coming into camp.
 - Assigning staff to program areas.
 - Who are our volunteers.
 - And as the Rental Group gives the information: share their schedule, housing, headcount, and allergies.
4. Develop an ongoing system of evaluation and record-keeping for all guest groups.
5. Ensure that the camp's rental policies are effectively accomplishing the camp's objectives.
6. Book those in full-time ministry for stays in The Cottage.

IV. BASIS FOR MEASUREMENT OF PERFORMANCE

- A. Shows by example a solid spiritual walk with Jesus Christ.
- B. Is dedicated to the overall objectives of Arrowhead.
- C. Shows a willingness to assume related assignments with encouragement, diligence, and a good attitude.
- D. By appearance and attitude, displays Christian love to visitors, staff, supporters, and the general public.
- E. Review job performance annually with the Executive Director for accountability and encouragement.