

Lake Geneva Ministries

Job Title: Retreat Planning Specialist

Organization: Lake Geneva Foundation (LGF)

Reports to: Director, Operations

Position Summary:

Supports the retreat planning activities of the ministry including customer phone calls, retreat planning, and logistical assistance

Position Responsibilities:

- Upon initial booking, assists in sending all planning information to guest leaders, monitors timeline/status
- Makes initial planning contact with group leaders
- Contacts groups 60-90 days prior to retreat to finalize event elements (recreation, food, changes in numbers, special requests). Contacts groups again 2-3 weeks out for final arrival details
- Responsible for all administrative items regarding guest groups – certificate of insurance, communication of policies, etc.
- Serve as guest advocate answering questions, giving advice in weeks/months leading up to event
- Ensure CampWise is updated daily with current booking information, produce weekly Coordination Reports
- Periodically assists in weekend hosting of groups
- Prepare Arrival Packets, Signs, etc. for arriving groups
- Focus on developing a healthy culture and teamwork across the organization
- Assist with Office duties; phones, mail, office tasks
- Other duties as assigned

Essential skills and additional requirements:

Faith – Passionate about the gospel message and the camping ministry

Strong communication skills – Efficiently and effectively communicate regularly across the organization all essential information. Selling retreat openings for new and existing groups.

Operational excellence – Includes strong organizational skills, ability to problem solve and recognize customer service issues

Qualified candidates please send resume and cover letter to craig.pape@lgyc.org