**Lake Geneva Ministries**

**Job Title:** LGYC Retreat Planning Specialist (PT)

**Organization:** Lake Geneva Foundation (LGF)

**Reports to:** Director of 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***