**LGYC Guest Services Coordinator**

**Job Description**

**Title: LGYC Guest Services Coordinator**

**Department: Program**

**Reports To: Director of Programs**

**LGM Mission Statement**

We are a place set apart for life-changing experiences in Christ.

**Community**

We are in south-eastern Wisconsin in the resort town of Lake Geneva. We have been running programs on a small property located just outside town next to the local State Park, Bigfoot Beach for about 75 years. We are 5 minutes from the closest Wal-Mart, about 45 minutes from Milwaukee and an hour and a half from Chicago. We have about 40 people who live on-site year-round, consisting of full-time staff, their families and gap-year students. Many staff live off-site in the greater Walworth County area, and about 15 live at our sister site on the other side of the lake. They are active in the local community and enjoy good food and good games. We are passionate about our mission and seek to make Christ known to our guests and to one another.

**What We Believe**

For more about our ministry, our statement of faith, and our core values please visit our website at: https://www.lgyc.org/about

**Job Purpose**

To fulfil our mission by coordinating our shared services team at Lake Geneva Youth Camp, serving and interacting with Retreat Group leaders and guests, preparing facilities and grounds for guest arrival and closing up camp after guest departure.

**Job Duties**

Read and understand weekly Group Report when published.

Coordinate and lead the Coordination Meeting between our Shared-Services team, (Foodservice, Housekeeping, Maintenance, Recreation, Retreat Planning and Program when Necessary)

Prepare for guest arrival onsite.

Host guests and troubleshoot while they are onsite.

Be on-call whenever guest groups are on-site.

Closeout with Guest Group leaders, adjust their invoice when needed, facilitate Guest surveys, and retrieve camp keys.

Close down building after guests leave.

Follow Up when needed with group leaders.

Give tours to potential guests, become knowledgeable about our properties and our programs.

Communicate needs, concerns, damages, deferred maintenance issues to appropriate departments.

Organize, inventory, and store all AV equipment

Coordinate with Program Team for Program Camp AV and Hosting Needs

Support Program Events and coordinate support staff.

Help interview and hire seasonal staff.

Help interview, mentor, and guide Pathway Gap-Year students.

Help lead, guide, and disciple seasonal staff.

Support programming needs from both behind the scenes and from the front of the house when required.

Assist the Director of Programs accomplish the goals of the Program Department.

Support other ministry needs as directed.

Assist the Maintenance team with snow removal and other duties as directed.

**Education, Abilities, Skills, Experience**

A strong personal faith in Jesus Christ. Able to sign our statement of faith, affirm it, and abide within Biblical principles.

Strong communication skills, positive interpersonal skills, and out-going.

Experience working as a team, Christian camping ministry, and sales.

Strong organizational skills, ability to delegate, hold staff accountable, set and accomplish annual goals.

Proficient in Microsoft Office Products, learning new computer systems, data entry, and organization of data.

Willingness to perform routine tasks regularly and on time, with weekly and monthly deadlines for most tasks.

Creative thinker and up to date on what is trending.

Servant’s heart

Comfortable on the phone, conducting interviews

Ability to work well on a team

Attitude of enthusiasm, initiative, willingness to learn, integrity, flexibility

Ability to relate to kids, youth, and adult guests in a professional and friendly manner

Strong desire for healthy communication between staff and potential staff

Strong sense of stewardship

Strong Hosting skills

Must dress appropriately when hosting guests

Must have a valid driver’s license

**Work Context**

This job will be performed almost exclusively on LGYC’s campus. This role is required to live on-site and be on-call when guest groups are present. Hosting responsibilities occur primarily on weekends, with regular days off on Mondays and Tuesdays.

**Physical Demands**

Ability to work outside in any and all-weather conditions, and sit or stand for long periods of time.

Ability to frequently lift, carry, and setup large equipment.

Ability to traverse camp property, including navigating uneven, rugged, and varied terrain in outdoor settings.

**Work Environment**

Will consistently work indoors in the office during the off-seasons and outdoors in sometimes unfavorable weather conditions during the high program seasons. Will be asked to perform roles outside of description including recreation facilitation, kitchen, and housekeeping duties.

**Compensation**

Salary, on-site housing, retirement match after one-year, paid vacation time, and some meals are provided on and off camp.

**Disclaimer:**

This Job Description is not a complete reflection of all that this job will require of you. Please be aware that a “one-team” mindset is crucial for this position; often all hands will be called on deck and you will be asked to serve long days with a gracious attitude towards staff and guests.