



CAMP PERKINS LUTHERAN OUTDOOR MINISTRIES
POSITION DESCRIPTION
OFFICE AND GUEST SERVICES DIRECTOR

Revised July 2018

Position Purpose: To assure that the camps business concerns are organizationally managed for greatest effectiveness; and assure guests and families feel welcome and are provided with hospitality, programmatic and leadership needs.

Position Summary: The Office and Guest Services Director functions in an effective team ministry, working with the organization's executive leadership in the development and implementation of guest and related services for the Camp Perkins constituency and the groups and individuals outside that constituency that utilize the camp's ministry, leadership, resources and settings. This position incorporates strong administrative, supervisory, organizational and hospitality management roles. This is a full-time, salaried position.

Qualifications

- ◆ Have a bachelor's degree or equivalent experience in hospitality and/or office management.
- ◆ Good character, Christ-centered, integrity and adaptability.
- ◆ Good stewardship of time, talents and treasures.
- ◆ Be a member in good standing of the Lutheran Church - Missouri Synod.
- ◆ Personal faith that is vibrantly shown and shared by example and teaching, as well as a commitment to continually grow and learn in faith.
- ◆ Must have strong organizational, advanced planning, and follow-through capabilities to manage and supervise programs, staff and volunteers of all ages.
- ◆ Strong leadership, communication, relational, educational, and mentoring skills are required.
- ◆ The "normal work week" for this position includes working Friday through Sunday 2-3 times per month.
- ◆ Willingness to live in community onsite at Camp Perkins.
- ◆ Willingness to lead in the public eye.
- ◆ Willingness to serve and perform tasks beyond those assigned.
- ◆ Ability to work with Microsoft Access, Excel, & Word.
- ◆ Food Safe Certification.

General Responsibilities

- ◆ Work with the Executive Director and other ministry leadership in the development and implementation of Camp Perkins overall direction
- ◆ Provide visionary leadership and expertise for all areas of the ministry's outreach with a view toward:
 - Contracted retreat groups - to equip, coach and minister to the needs of groups pre, during and post retreat
 - Volunteer coordination – recruit, mentor, and minister to volunteers seeking to serve the ministry in the areas of office, housekeeping, and guest services
 - Office and housekeeping personnel management – train, mentor, and supervise summer and seasonal office and guest services staff
- ◆ Maintain a growing spiritual life and set a Christian example at all times.
- ◆ Reasonably place the well-being of constituents and guests before personal desires.
- ◆ Abide by all established full-time staff personnel policies.
- ◆ Care for camp facilities and equipment.
- ◆ Work with volunteers and other staff; maintain open communication with co-workers.



Specific Responsibilities

- ◆ Coordinate work coming into and out of the office.
- ◆ Courteously expedite office business and the handling of any office concerns.
- ◆ Keep office and surrounding area clean and neat.
- ◆ Serve as the primary office contact with the public (phone calls, email, tours, etc.)
- ◆ Sort incoming and coordinate outgoing mail (bulk mailings, packages, lost and found, etc.)
- ◆ Order office supplies as needed, ensuring timely arrival of materials.
- ◆ Manage camp calendar.
- ◆ Manage and coordinate reservations guest groups.
- ◆ Manage and coordinate group and individual registrations for camp sponsor retreats and summer camp.
- ◆ Record donations and promptly send out donation acknowledgement letters.
- ◆ Maintain daily cash receipt records and prepare bank deposits.
- ◆ Supervise seasonal and contracted onsite workers.
- ◆ Serve as a guest group host and summer family ministry program coordinator.
- ◆ Cook for groups of 15-50 as needed.
- ◆ Assist with food service and housekeeping duties as needed.

Essential Functions

- ◆ Ability to communicate and work with groups and staff, and provide necessary instruction to leaders, campers and/or staff.
- ◆ Ability to observe staff (under his or her direct supervision) behavior, assess appropriateness; enforce appropriate safety regulations, emergency procedures, and behavior management techniques.
- ◆ Cognitive and auditory ability to answer and converse on the phone and face to face.
- ◆ Cognitive and communication abilities to plan and conduct activities to achieve objectives.

Organizational Relationships

- ◆ At Camp Perkins the direct supervision responsibility of full time staff members at Camp Perkins is the responsibility of the Executive Director.
- ◆ Directors will be co-equal with other Directors and work with him/her in a team relationship, meeting as deemed necessary to carry on an integrated and efficient total ministry.

Training and Development

In addition to an ongoing study of God's Word, the Office and Guest Services Director should avail him or herself of opportunities to read professional journals, papers and/or books about outdoors ministry; attend workshops, conferences, or other training that will enhance professional growth.