



## Guest Services Director

### *Job Description*

**Mission:** To encourage youth, adults, and families to discover and strengthen a life-changing relationship with Jesus Christ through high-quality Christian camp experiences that consistently proclaim Jesus and reflect His love.

**Vision:** Lake Beauty Bible Camp is a place set apart where the heart, mind, body, and soul of every guest can encounter the living God.

#### **Organizational Relationships:**

- o Reports to Camp Director.
- o Communicates and collaborates with the other LBBC departmental heads.
- o Provides direction, oversight, and support for Guest Services Associate, housekeeping team, and LBBC Pathfinder interns.

#### **Position Overview:**

The Guest Services Director provides a professional, consistent, and safe presence for all guests. This position will develop, maintain, and grow strong relationships with both current and prospective Lake Beauty guests and rental groups. He/she will reach out to potential groups and help them plan and organize their event at Lake Beauty by answering questions, booking necessary resources, securing lodging, scheduling all activities, and overseeing the general coordination of their stay. The Guest Services Director spearheads the effort to build and enhance relationships with organizations and ministries who will bring groups to Lake Beauty Bible Camp.

#### **Education and Experience:**

- o Bachelor's degree is required (B.A., B.S.). A specific degree in marketing or communications is a plus.
- o Some experience in sales and/or hospitality is preferred.

#### **Job Responsibilities:**

##### **1. Guest and Rental Group Relations**

- a. Connect with potential guest groups and inquire about needs - discerning whether prospective guest and rental groups align with Lake Beauty's mission, vision, and values.
- b. Assist upcoming guests with schedule building – giving special attention to arranging their meeting spaces, overnight lodging, mealtimes, and programmed activities, while also conveying the current rates set by Lake Beauty.
- c. Build and share contracts for guest and rental groups - detailing the costs, terms, and conditions of their stay.
- d. Communicate with group leaders to ensure that all billings and bookings are completed.
- e. Provide informational tours to potential guests and others who visit Lake Beauty.
- f. Collaborate with the Guest Services Associate in completing guest registration and managing Lake Beauty's registration software (Campwise).

##### **2. Guest and Rental Group Hosting**

- a. Oversee the hosting of guest groups by coordinating a smooth check-in process and ensuring all guests are satisfied with their stay.
- b. Be responsive to the needs of guests throughout their stay at Lake Beauty.
- c. Assist in registering and checking in guests during LBBC programmed retreats.
- d. Collaborate with the Guest Services Associate in creating and setting up appropriate signage for events.

- e. Share all necessary information and schedules with any working LBBC staff and volunteers prior to the guests' arrival.
- f. Prepare and supervise the nightly on-call system in conjunction with Pathfinder Interns.
- g. Coordinate with housekeeping both before and after groups attend, making sure the lodging and meeting spaces are well-kept.
- h. Follow up with guest groups by providing appropriate billing information and post-stay surveys.

### **3. Marketing and Communication**

- a. Develop and implement sales plans and work collaboratively with marketing and management.
- b. Assist with schedule building for programmed retreats and family camps during the summer months.
- c. Help develop future programs and ideas to continually grow Lake Beauty.
- d. Update Lake Beauty's Master Calendar to reflect upcoming guest and rental groups.
- e. Assist with camp mailings and brochures.
- f. Assist with website editing and updating information.

*Additional tasks:* Work with different departments as needed to help clean, prepare, and maintain camp areas.

### **Knowledge, Skills, and Abilities:**

- o Knowledge of camping ministry to effectively work with other directors and train and lead interns, summer staff, and volunteers.
- o Ability to effectively time manage and event plan.
- o Ability to effectively lead, organize, and communicate in large and small groups of people, from children to adults.
- o Ability to work in a fast-paced environment and flexible hours.
- o Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
- o Ability to exercise independent thinking while keeping your supervisor updated.
- o Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- o Can exercise foresight and envision the guests' experience before it happens.
- o Ability to understand and maintain cooperative and effective working relationships.
- o Strong negotiation skills.
- o Exceptional interpersonal communication skills.
- o Proficiency in workplace computer software, namely Google Workspace.

**Type of Position:** Full-Time, Salaried, Year-Round

### **Required Licensure/Certification:**

- o Possess a valid driver's license with a clean driving record.

*Apply at [lbbc.com/employment](http://lbbc.com/employment)*

### **Lake Beauty Bible Camp**

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