



Guest Services Specialist

Highland Lakes Camp and Conference Center

Supervisor: Director of Operations

This person will provide leadership and direction in scheduling, supervising and coordinating all the team members engaged in serving our guests. This person will directly lead the Guest Services Team (housekeeping, guest meeting space set ups); will be coordinated through this person. This person will manage details of Guest Services and monitor invoices and he/she will help secure contracts for any linen service. The cleanliness of the camp's housing and bunkhouses are the responsibility of this person. The Guest Services Specialist must exhibit the highest form of excellence and professionalism, but at the same time he/she must ultimately be a Kingdom Builder.

Job Responsibilities: This is a **full-time salaried exempt position** with responsibilities that require a **minimum of 40** hours per week of your time, beginning with a 90-day probationary review. Your outside activities may not conflict with your job at Highland Lakes Camp and Conference Center. You are also required to live at Highland Lakes Camp and Conference Center. You are subject to Highland Lakes Camp and Conference Center's current personnel policies and guidelines, as well as any policies or guidelines hereafter adopted.

- Guest Services Specialists will be totally in charge of the guest service ministries, including supervising staff, while keeping in close contact with the Director of Operations and Executive Director on any major decisions.
- This person and his/her staff will work on making each guest group have a successful experience.
- Have the responsibility of developing a monthly requested days off schedule for all team mates assigned to you.
- Other duties as assigned.

Essential Duties and Responsibilities:

Work with the Director of Operations in managing all phases of the guest service's ministries. Uphold the mission statement of HLC while meeting the requirements of the Texas State Health Laws and Regulations. Perform all phases of the Christian Camping Ministry as assigned. This position requires a person willing to do multi-tasking.

Responsibilities for Camps and Retreats

- Carry out developed strategies in place to meet guest needs.
- Report and/or repair broken tables, chairs, a/v equipment, etc...
- Report all maintenance requests to maintenance on call after hours or weekends.
- Provide Retreat Coordinator with details and any assistance for guest bill/invoice.
- Coordinate opening and shut-down of facilities

- Maintain the cleanliness of all HLCCC facilities including all public bathrooms and large meeting areas (to include but not limited to: Conference Center, Tabernacle, Milam, Highland Inn and Brotherhood Meeting Rooms).
- Maintain clean and neat area around Snack Shack and General Store

Campus resources

- Oversee linen service, maintain inventory of supplies & equipment (including: vacuums, cleaners, paper goods, linens, soap, shampoo, and so on.)
- Order supplies as needed (including vacuum cleaner bags, cleaners, toiletries, etc.)
- Help to repair and maintain housekeeping equipment
- Help with all campus IT needs up to your skill level
- Help maintain lighting of buildings, porches and walkways.
- Help maintain organization in storage areas (i.e. a/v closet, chair & table storage, etc.)

Qualifications Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

1. Ability to supervise team members and/or volunteers.
2. Ability to exhibit courtesy and work in a spirit of cooperation with camp administration, and other staff.
3. Education and/or experience
4. Working Knowledge of cleaning to 110%
5. Language Skill – Spanish would be a plus
6. Ability to communicate between two groups and reach a plan that works best for both groups.
7. Ability to be courteous to camp guests and other staff.
8. Ability to render first aid and react calmly in emergency situations.
9. Ability to respond to hazardous emergency situations (fire, explosions, equipment failure, etc.)

Physical Demands:

- Must be in good physical condition. Regular duties performed will require walking, lifting, climbing, stooping, kneeling and crouching.
- Must be able to frequently lift and move loads ranging in weight from 35-50 pounds.

Other Benefits:

You will be eligible for benefit plans available to Highland Lakes Camp and Conference Center regular full-time employees, in accordance with the terms and conditions of these benefit plans, including:

- **Housing:** House is provided, plus water and electricity.
- **Health insurance:** Per the Employee Handbook, Medical, Dental, Long Term Disability, Group Term Life, and AD&D are 100% covered for the employee. Medical and Dental coverage is also provided for the employee's family. Insurance benefits are effective upon hire date.
- **Retirement:** Per the Employee Handbook, tiered employer contribution begins after 90 days of employment is completed.
- **Leave:** Vacation, Sick, Personal Days, and company Holidays are provided per the Employee Handbook. Leave benefits are effective upon hire date.
- **Other:** Christmas bonus