



## Guest Services Associate Job Description

### Director of Operations

Supervisor: Guest Services Specialist

#### Preferences:

- Possess a lifestyle that demonstrates a genuine love for and faith in Christ.
- Excellent organizational and prioritization and good communications skills.
- Ability to work with limited supervision.
- Ability to get along with fellow employees, customers, and guests.
- Work in a team-based environment; meet assigned deadlines and work hours as designated by management.
- Valid driver's license.

**Accountability:** Individual is accountable for completion of all assigned tasks in a timely, high quality and efficient manner. Individuals are accountable to maintain confidentiality of all conversations, materials, etc., in respect to the facility, staff and guests.

**Knowledge of:** Housekeeping and janitorial activities. Must have knowledge of scheduling, organizing, prioritizing a daily work schedule. Also must know how to delegate and be responsible in a team-based environment. Knows how to use Basic Google Sheets from where reservations are reported

**Abilities:** To keep all guest accommodations and buildings maintained and cleaned in a high quality and efficient manner. This includes "deep cleaning", vacuuming, dusting, cleaning bathrooms, cleaning laminate floors, window washing etc. Must have the ability to get along with others, such as fellow employees, customers, guests and the public, to competently work in a team-based environment, meet assigned deadlines and work hours as designated by management.

#### Responsibilities: (include, but are not limited to)

- Improve the cleanliness of the whole camp by leading the housekeeping duties in the camp program.
- Lead the cleaning of the camp lodging including bunkhouses and private housing.
- Lead in cleaning all meeting spaces including office and green room
- Lead in cleaning all public restroom facilities; this includes Miles Auditorium bathrooms
- Supervise potential housekeeping team and or contract workers
- Assist with meeting room set-up as needed.
- Maintain housekeeping supplies by submitting requests to the supervisor of guest services.
- Supplemental laundry to include wash, dry and folding as needed
- Other duties as assigned by Camp Management.

#### Physical Demands

- Able to lift, carry, push and pull up to 50 lbs.
- Time sitting, climbing 1% to 66%
- Time standing, walking, 67% to 100%