

JOHNSONBURG CAMP AND RETREAT CENTER
822 Route 519 | Johnsonburg, NJ 07825 | 908.852.2349

Job Title: Guest Services Coordinator

Reports To: Associate Director of Operations

Status: Full Time, Exempt

Purpose:

To uphold the mission of Johnsonburg in all communications and interactions with guests and staff. To welcome all people to the table given today's challenges to meaningful relationships and shifting family patterns. To rethink the way Johnsonburg provides hospitality in order to render exceptional service tailored to the specific needs of each group.

Responsibilities:

1. Provide a warm welcome to all guests in person and on the phone.
2. Provide for group and individual guest needs via phone calls, email prior to their arrival. Update contract and clipboards as needed.
3. Provide site tours to new guest groups; assist with recruitment.
4. Host guests as needed- weekdays and/or weekends. Create a hosting schedule, if needed.
5. Provide meeting setup, welcome group upon arrival, orientation to Johnsonburg, meal hosting, emergency response (host cell phone), some programming as needed (eg. ropes, etc).
6. Communicate guest facility needs to team members on staff: maintenance, program, housekeeping, dining services, as needed.
7. Responsible for organization of guest supplies and equipment including but not limited to linens, whiteboards, etc.
8. Assist with Camp Store stocking, inventory and management.
9. Assist with other duties on campus such as dining services, facilities maintenance, housekeeping, and programming as needed.
10. Supervise Housekeeping staff (part-time year-round and seasonal staff). Schedule, train, and provide feedback as needed. Monitor and order housekeeping supplies.
11. Provide administrative support to the operations team as needed.
12. Other duties as assigned by the Associate Director of Operations.

Qualifications:

- Bachelor's degree or some education beyond high school preferred.
- Previous experience in hospitality at a camp and retreat center or similar.
- Experienced and able to use a computer and the following: MS Office (Excel, Word, PowerPoint), Internet browsers and Outlook email (send/receive attachments), other database driven systems, Google Workspace.

Physical Aspects of the Job:

- Ability to effectively communicate orally and in writing.
- Ability to safely and properly operate business equipment.
- Driver's license to operate small Gators and other vehicles on and off campus.
- Ability to lift and carry small loads (<50 lbs) for short distances.

Core Competencies:

- Team player- able to communicate and work with other members of Johnsonburg team.
- Positive attitude. Cheerful disposition, flexible.
- Ability to work independently, maintaining accountability.
- Creative, proactive problem solving abilities.
- Personal initiative, ability to understand and embrace the mission, vision and purpose.
- Able to serve diverse cultures and socio-economic groups so that all are accepted and included.
- Personal neatness, dependability, honesty, congeniality and work schedule flexibility.

Arrangements:

1. Potential on site housing provided by Johnsonburg.
2. Food service available with the camp community when meals are served.

9/2023