

Spruce Lake Ministries ~ Spruce Lake
Guest Group Coordinator

Type: Full-time / Hourly/ Non-exempt
Department: 800 Guest Services SL

Guest Group Coordinator is responsible for communicating with individual guests, seasonal campers, and guest group leaders, securing, documenting, and disseminating required information to directors and/or their designee. The Guest Group Coordinator is a member of the guest service team and is responsible for providing front desk guest services; showing Christian hospitality and focusing on the guest experience while actively promoting the value of a retreat experience.

Prerequisites:

- Growing personal relationship with Jesus Christ
- Must affirm, live and model Spruce Lake Ministries mission, vision, statement of faith and core values.
- Conducts him/herself in a manner that is above reproach.
- Must be responsible, industrious, hospitable, and enthusiastic.
- Availability for rotating evening, weekend & holiday schedules.

Accountability: Accountable to Guest Services Manager

Qualifications

- Giftedness in hospitality and a heart for ministry.
- Good interpersonal skills and telephone presence.
- Ability to communicate clearly by phone and email.
- Attention to detail & accuracy in preparing documents & reports.
- Computer literacy, including knowledge of MS Office suite.
- Informal, neat, conservative, professional attire, appropriate for greeting the public.

Physical Requirements: Ability to perform general office functions and activities.

Essential Responsibilities

- Respond to group leader inquiries, actively communicating the benefits of a Spruce Lake experience.
 - Process group reservations; following up through regular contact with group leaders to ensure the most accurate possible pre-retreat communication.
 - Upon group arrival, welcome, greet, register, review procedures, and make sure they feel cared for.
 - Process group billing & settlement in a timely and professional manner.
 - Build ongoing friendly relationship with group leaders, periodically thanking them and showing appreciation for their patronage.
 - Coordinate group needs such as equipment, meals, meeting rooms, etc.
 - Be aware of Spruce Lake programming, Wilderness Camp and Outdoor Education needs, coordinating guest group usage around the facility needs of our programs.
 - Address group issues relating to damage, room problems, etc., in cooperation with appropriate departments.
 - Ensure that guest's needs are cared for promptly and followed through completion.
- Respond to individual and seasonal camper inquires, actively communicating the benefits of a Spruce Lake experience.
 - Process individual and seasonal camper reservations, follow up to ensure the most accurate guest experience.
 - Process guest and camper billing & settlement in a timely and professional manner.
- Support other front desk office functions as needed.
- Adheres to, promotes, and endorses the Mission and Core Values of Spruce Lake Ministries.

Other Responsibilities

- Other duties as assigned by supervisor.
- Participate in weekly staff prayer meetings.
- Attend and actively participate in all staff meetings, trainings, or enrichment days.