

THE SALVATION ARMY JOB DESCRIPTION

Job Code – Title: Guest Services Manager
Employee Name:
Department: Guest Services
Location: Camp Hoblitzelle

Job Family: Guest Services
FLSA: Exempt – Administrative

Reports to:

Direct Reports: Guest Services Supervisor
Guest Services Associate
Guest Services Assistants

Revision Date:
01/20/2016

Job Summary:

Plans, schedules, assigns, and supervises the work of assigned guest services staff; plans the logistics of all events and/or facilities use; ensures set ups are completed for rental groups and assists in the set ups as needed; aids the Guest Services Director in conducting informational tours of facilities and grounds in order to obtain new rentals; maintains excellent interpersonal skills and professional and cheerful customer service communications; serves as host to groups during events.

Essential Functions:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this position. The incumbent may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

Supervisory Responsibilities (30%)

Instructs and trains employees in the proper methods and procedures for conducting work ensuring that guests are provided courteous and efficient service; monitors work for completion and compliance with established program policies, procedures, standards, and regulations; conducts performance evaluations and makes hiring/firing recommendations to the Guest Services Director.

Conducts meetings to inform staff of upcoming events, special projects, work priorities, training opportunities, Salvation Army policies and procedures; provides feedback on previous events.

Trains, manages performance and time and attendance of staff; conducts performance evaluations and oversees the communication of approvals or requests for additional information; tracks the status of all paperwork associated with the new hire/termination process.

Develops manuals for all Guest Services staff, outlining best practices and standard operating procedures; oversees assigned staff to ensure compliance with manuals.

Event Planning and Organization Responsibilities (30%)

Creates set lists and run sheets for all events; maintains Guest Services inventory, supplies, and equipment and makes recommendations to Director for purchases.

Supervises, and participates as needed, in the set up of meeting rooms and activity areas for guests; ensures meeting and activity areas are properly cleaned and maintained; notifies maintenance of needed repairs.

Hospitality and Liaison Responsibilities (30%)

Serves as host for groups; coordinates and oversees the provision of all group needs whether big or small; assists the Director in acting as the face of the organization to ensure that all groups are fully satisfied with their experience; coordinates activities with multiple groups.

Assists in conducting informational tours of facilities and ground.

Event Implementation Responsibilities (10%)

Supervises a group's use of the property; communicates and enforces rules and policies for the facilities; assists with the check-in/check-out of groups.

Checks with guest group leaders before sessions and during meal times to ensure an awareness of needs they may have; maintains radio availability to guests.

Acts as back-up to after-hours requests for service in guests lodging; maintains on-call availability during weekends and evenings as required.

Assists in providing hay rides to visitors.

Other Responsibilities:

Performs office duties as needed; performs other related duties as assigned.

Materials and Equipment:

Power Tools Golf Carts Hand Tools
Janitorial equipment and supplies

Knowledge, Skills and Abilities:

Knowledge of The Salvation Army mission, philosophy, culture, protocol, and organizational structure.

Knowledge of the principles and practices of marketing, public relations, and customer service.

Ability to build and maintain effective and professional working relationships with employees, Salvation Army Officers, employees, and rental groups.

Ability to coordinate with and keep informed of all departments of the camp.

Ability to supervise, prioritize, motivate, and monitor the work of employees.

Ability to present a positive and professional image of The Salvation Army.

Ability to plan, implement, oversee, and evaluate special events and assist with security during events.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited college or university in hospitality services, business administration, or related field, with a bachelor's degree in the same preferred,

And

Two years experience in camping ministry and/or hospitality related industry including experience leading the work of others,

Or

any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

Certifications:

Valid State Drivers License

Physical Requirements:

Ability to reside on-site and provide on-call coverage.

Ability to meet attendance requirements.

Ability to read, write, and communicate the English language effectively.

Ability to formulate and lead group presentations.

Ability to lead potential users in tours of the camp facilities.

Ability to drive a golf cart and vehicle safely.

Ability to work under the pressure of deadlines and time constraints.

Duties require interspersed periods of physical mobility including but not limited to standing, walking, climbing, stooping, squatting, and lifting. Physical duties may be relieved by brief or occasional periods of sitting.

Moderate amount of physical effort required associated with lifting, moving, and carrying heavy objects (more than 50 lbs.) occasionally.

Working Conditions:

Work may be performed in an office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like but not limited to the office environment. Work may require driving a vehicle and working outdoors with exposure to physical discomforts associated with changes in weather such as rain, cold, snow, heat or discomforts associated with noise, dust, dirt, and the like.

Statement of Purpose:

This document provides descriptive information about the above Salvation Army position. Work actually performed by incumbents in this position may vary. Although this document may be used for recruiting, staffing, or career planning, the information contained herein should only be used as a guideline or recommendation for the content of and qualifications for this position. An individual's ability to meet the qualifications and capabilities described in this document is not a guarantee of employment or promotion. The Salvation Army reserves the right to make changes to this document as deemed necessary without providing advance written notice.

All employees recognize that The Salvation Army is a church and agree that they will do nothing as an employee of The Salvation Army to undermine its religious mission.

Your signature below indicates that you have read and understand the job description and agree to perform the duties as assigned.

Employee Signature

Date