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## Guest Services Supervisor

### **JOB DESCRIPTION**

Highlands Presbyterian Camp and Retreat Center is a facility that ministers to children, youth, and adults of all ages through summer camp programs, adult educational opportunities, and guest group rentals.

The Guest Services Supervisor shall be responsible for:

- Supervision of Guest Services Staff
- Supervision of Housekeeping Staff
- Supervision of Summer Guest Services staff
- Assisting in ongoing maintenance of facilities
- Supporting operations of Water and Waste Water facilities

The Guest Services Supervisor has both managerial and hands on responsibilities. This position is responsible for providing excellent preparation and service for guests, campers and users of Highlands' facilities. This position will work closely with the Director of Sales to understand and meet guest needs. This position is supervised by the Director of Facilities. This is a year-round, full-time, non-exempt position. The person hired for this position will be required to live on-site at Highlands in staff housing.

Duties Include:

1. The Guest Services Supervisor must be able to perform the following tasks; and will hire, train and supervise year-round and seasonal Guests Services staff as they:
  - a. Prepare/clean all dining halls, meeting spaces, public restrooms and commons areas to the standards of the camp as outlined by the Director of Facilities.
  - b. Prepare, restock and check all cabins for supplies, cleanliness, and safety equipment.
2. The Guest Services Supervisor must be at to perform the following task as well as hire, train and supervise guest services staff in the maintenance of facilities including:
  - a. Plowing and shoveling of walkways and all associated duties related to snow removal.
  - b. Removal of dead trees / Cutting and splitting wood
  - c. Grounds keeping including mowing and tree removal.



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3. The Guest Services Supervisor must be able to perform the following tasks; and will hire, train and supervise year-round and seasonal Housekeeping staff as they:
    - a. Clean and prepare guest rooms and cabins to Highlands' standards as outlined by the Director of Facilities.
  4. Report building conditions and repair needs to the Director of Facilities.
  5. Assist the Director of Facilities with maintenance as requested.
  6. Assist in special events such as cookouts, and give support, as required for offsite special activities and events.
  7. Assist Director of Facilities in supervising work groups as assigned.
  8. Provide weekend coverage in Maintenance and Guest Services
  9. Be on call for maintenance, guest services and plowing needs.
  10. All other duties as assigned for the ministry of Highlands.

**Requirements:**

1. Successful screening in Criminal Background Check investigation
2. Valid driver's license, clean driving record, and approval by Highlands' insurance to drive Highlands' vehicles.
3. Be able to lift 100 lbs.
4. Experience in heavy equipment operations.
5. Have the physical ability to perform the duties listed above.
6. Have the ability to work with guest groups in a positive and helpful manner
7. Become knowledgeable with Highlands standards for cleaning and of procedures for cleaning and preparing all facilities.

Responsibilities and Duties common to all permanent Highlands Staff.

1. To be a practicing Christian who seeks to follow Christ in her/his daily living and in interaction with other people.
2. To be willing to place the needs of Highlands and its guests above personal preferences, desires and position descriptions.
3. To exemplify a general attitude of helpfulness to all volunteer staff, campers, parents, guest groups and other staff members.
4. To give assistance in any phase of the ongoing operation of the organization when need warrants and when assigned by the Executive Director.
6. To exhibit an acceptance of all people no matter their race, religion, national origin, gender, and to possess the ability to work with those with whom you may not fully agree.