



Lutheran Lakeside Camp

Position: Hospitality Manager
Position Classification: Salaried, full-time, exempt
Supervisor: Camp Director

Hospitality Manager

Position Summary

The hospitality manager is responsible for carrying out Lakeside's mission with all guests, visitors, campers, and partners. They help make sure experiences at Lakeside are meeting expectations.

Requirements

1. Self-Starter
2. Organized and detail oriented
3. Strong team leader
4. Preferred Degree in related field
5. Previous experience with camping ministry
6. Previous experience with hospitality and customer service

Responsibilities

Guest Management

1. Manage the calendar for all guest spaces and activities
2. Respond to inquiries / give tours
3. Welcome/Host groups
4. Oversee financial obligations by guest groups
5. Carry out Lakeside's mission/vision with guests

Program

1. Provide programming opportunities for guest groups
2. Assist Camp Director as needed to provide summer programming
 - a. Recruiting/Training Staff
 - b. Facilitating activities
 - c. Visiting churches/partners to build programs
3. Develop and expand Hospitality programs
4. Coordinate events with Camp Director
5. Carry out Lakeside's mission/vision creating a community

Commercial Docks

1. Maintain records
2. Communicate with dock users
3. Keep Dock at capacity
4. Build relationships with dock users



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5. Coordinate with Kuhlman/ANP and property staff for dock needs

Facilities

1. Maintain guest spaces
2. Ensure Quality Standards are being met
3. Make recommendations for repairs/replacements/renovations

Volunteer/staff Management

1. Recruit and train housekeeping staff
2. Manage housekeeping staff
3. Assist with other seasonal staff as needed

Administrative

1. Submit annual budget request
2. Manage budget
3. Maintain records
4. Report needs and give regular updates to camp director
5. Enforce policies

Any other tasks related to programming that might be needed of you for the betterment of our ministry.

Logistics

On Site/Year-Round/Full Time/Salaried Exempt

Reports to the Camp Director

Compensation and Benefits

Medical/Dental/Vision/Life Insurance/401B

PTO

Possible onsite housing