

# Reservation Specialist

Moravia, NY

## Description

As a staff person of the Upper New York Annual Conference of The United Methodist Church, working within Camp & Retreat Ministries, all responsibilities are carried out in the wider context of the work of the Conference Leadership Team and the Annual Conference at large.

Camp & Retreat Ministries operates sites, facilities, and programs for the purpose of extending the mission of The United Methodist Church. All CRM sites' primary purpose is to offer ministries of hospitality and discovery, that persons are enabled to grow in faith, experience Christian community, and be renewed in their relationships to self, others, the world around them, and God. All staff are expected to help fulfill this purpose in the performance of the specific responsibilities of their job.

The Reservation Specialist is primarily responsible for the camper and guest group reservations, marketing, team communication, main point of contact for Camp Brain/software leadership, and administration of a wide range of program/hospitality services for Camp and Retreat Ministries in accordance with policies established by the Board of Camp and Retreat Ministries, and directives set by the Director. This non-exempt position may also require the supervision of staff. The Reservation Specialist reports to the Director of Casowasco Camp and Retreat Center.

The purpose of this position is to carry out the work and ministry of the Casowasco Camp and Retreat Center team by overseeing and managing all items relating to retreat development, reservations and implementation of user groups of Casowasco. This includes communication with the Site Director, organizing staff, performing necessary clerical work, passing on financial information to retreat groups and camper families, monitoring and reporting financial information weekly, monthly, quarterly, and yearly.

## Requirements

1. Serve as the first point of contact for our retreat leaders and user groups
2. Bookings and contracts for all user groups (camps and retreats)
3. Produce reports from Camp Brain on a weekly basis and maintain Camp Brain registration software (i.e., guest group & retreat participant bookings and staff records)
4. Coordinate and maintain accurate and up to date information for:
  1. Retreat groups
  2. Campers
  3. Year-round programs (volunteer events; fundraising events)
5. Develop ideas for new year-round programs to serve local organizations, churches, and the community
6. Maintain all records for the operations of Casowasco

7. Generate statistical information about all things regarding Casowasco
8. Communications
  1. Answer phone/return calls within 24 hours
  2. After each inquiry, follow-up with a thank you email and program specific information
  3. Update the Casowasco calendar and computer software daily
9. Director Updates
  - a. Inform Director of:
    1. Any user/retreat group special needs
    2. Requests for cost adjustment for any retreat or user groups (Approval is needed prior to telling the retreat group or user group)
- 10 Work in conjunction with the Director to design, develop, implement, administer, and evaluate programs, special events, retreats, workshops, and other programs
- 11 Maintain appropriate records (participation, costs & revenue, etc.) to provide for analysis and evaluation
- 12 Schedule use of facilities and equipment, notifying staff of activities related to their areas of responsibility
- 13 Assist in the development of resource materials. Leads the team in marketing and updating social media
- 14 Serve as a resource to retreat groups by helping to plan and conduct programs (i.e. leading hikes, games, crafts, initiatives, etc.)
- 15 Camp Store management and purchases
- 16 Primary team member to lead tours
- 17 Assist with volunteers
- 18 Participate as a member of the camp staff team to deliver and supervise special events and camp functions
- 19 Work with Director to maintain budget
- 20 Be part of weekly staff meetings and monthly finance meetings
- 21 Other duties as assigned by the Director

**Criteria for Performance Evaluation:** Performance evaluation will be based upon goals set by the Director in consultation with the Reservation Specialist. The position description above will be a key part of goal setting.

**Qualifications:**

**Experience and Background:**

- At least 21 years of age
- Three seasons or more experience in leading camping and/or retreat ministry programs, at least one of which is in an administrative capacity.
- Understand and support the mission of Camp and Retreat Ministries
- Ability to interpret camping and retreat ministries to local churches, guests, parents, and campers
- Demonstrated ability to effectively relate to people of different ages and skill levels
- Familiar with, and have experience with, professional Camping and/or Conference Center Associations

- Participate as a member of the camp staff team to deliver and supervise special events and camp functions
- Possess a valid driver's license, with a good driving history

**Education:**

- Bachelor's degree or higher
- CPR and First Aid certified (or willingness to acquire)

**Technical Expertise:** Have demonstrated experience and/or proficiency in the following fields:

- Ministry of Hospitality
- Marketing and Promotion
- Public Relations and Public Speaking

**Theological Understandings:** Ability to contribute positively as part of a worship community and to

support the Discipline of The United Methodist Church as well as the policies of the UNY Conference.

Knowledge of or ability to learn the structure of The United Methodist Church.

**Other Essential Functions of the Position:**

- Must submit health history record and examination form prior to first day of work (in accordance with ACA)
- Able to plan, organize, train volunteers and staff, meet deadlines, and delegate responsibility
- Able to communicate clearly, verbally and in writing, with staff members, guests, group leaders, campers, and volunteers
- Able to respond to emergencies on site, and lead the appropriate response of site staff and other persons on site
- Able to identify and respond to environmental and other hazards related to the activities of staff and guests
- Able to observe and respond to behavior of staff and guests, and to enforce appropriate safety regulations.
- Able to use the telephone and computer.
- Ability to work well with others
- Dependable transportation to and from work, each shift