

JOHNSONBURG CAMP AND RETREAT CENTER
822 Route 519 | Johnsonburg, NJ 07825 | 908.852.2349

Job Title: Guest Services Coordinator

Reports To: Associate Director of Operations

Status: Full Time, Exempt

Purpose:

To uphold the mission of Johnsonburg in all communications and interactions with guests and staff. To welcome all people to the table given today's challenges to meaningful relationships and shifting family patterns. To rethink the way Johnsonburg provides hospitality in order to render exceptional service tailored to the specific needs of each group.

Responsibilities:

1. Provide a warm welcome to all guests in person and on the phone.
2. Provide site tours to new guest groups; assist with recruitment.
3. Gather guest needs prior to arrival and organize for communication to staff.
4. Host guests as needed. Create a hosting schedule, if needed.
5. Provide event/retreat setup, welcome group upon arrival, orient to Johnsonburg, meal hosting, emergency response (host cell phone), close down at the end of the event.
6. Responsible for organization of all guest supplies and equipment.
7. Coordinate intern schedules with the Associate Director of Programs. Guide interns within hospitality areas of Johnsonburg.
8. Assist with other duties on campus such as dining services, facilities maintenance, housekeeping, and programming as needed.
9. Supervise housekeeping staff (part-time year-round, cleaning company, and seasonal staff). Schedule, train, and provide feedback as needed. Monitor and order housekeeping supplies.
10. Provide administrative support to the operations team as needed.
11. Other duties as assigned by the Associate Director of Operations.

Note: This position is approximately 85% active work throughout the site (preparing for, hosting, and cleaning up after groups depart). About 15% will be spent in the office on administrative type tasks. Work schedule includes three weekends per month on average with regular days off during the week.

Qualifications:

- Bachelor's degree preferred.
- Previous experience in hospitality at a camp and retreat center or similar preferred.
- Experienced and able to use a computer and the following: MS Office (Excel, Word, PowerPoint), Internet browsers, other database driven systems, and Google Workspace.

Physical Aspects of the Job:

- Ability to effectively communicate orally and in writing.
- Ability to safely and properly operate business equipment.
- Driver's license to operate small Gators and other vehicles on and off campus.
- Ability to lift and carry small loads (<50 lbs) for short distances.

Core Competencies:

- Team player- able to communicate and work with other members of Johnsonburg team.
- Positive attitude. Cheerful disposition, flexible.
- Ability to work independently, maintaining accountability.
- Creative, proactive problem solving abilities.
- Personal initiative, ability to understand and embrace the mission, vision and purpose.
- Able to serve diverse cultures and socio-economic groups so that all are accepted and included.
- Personal neatness, dependability, honesty, congeniality and work schedule flexibility.

Arrangements:

1. Housing provided by Johnsonburg.
2. Food service available when meals are served.

9/2023

7/2025