



Position Description: Guest Relations Supervisor

Reports to: Director of Guest Relations

FLSA Status: Full-time; Non-exempt (hourly wage)

Job Summary

Responsible to provide a wide range of comprehensive administrative, clerical and customer service support. Required to interact with guests in a fast-paced environment, often under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism. Expert-level written and verbal communication skills, strong interpersonal skills, strong time management, attention to detail, and organizational skills are crucial to this position.

Key Responsibilities

- Provide professional, efficient, gracious and thorough services to all guests in written and phone communication, as well as in-person;
- Ability to project a friendly attitude; work with a variety of ages and personalities, and with a diverse group of internal staff as well as guests;
- Communicate regularly between Registration, Front Office and other departments concerning calendar events, marketing promotions, website changes, housing allotments, etc.;
- Carry out Registration event check-in days and Front Office daily arrival check-ins;
- Supervise 5 full-time staff and up to 10 part-time staff/seasonal staff in regards to scheduling, approving timecards, prioritizing, and encouraging;
- Assist in the aspects of interviewing and hiring full-time/seasonal staff;
- Be available to assist any employee with any registration related issue;
- Work proactively with little or no supervision;
- Be prepared to meet the spiritual needs of guests;
- Complete Campership (scholarship) review and approval process;
- Responsible for successful completion of camp registrations;

Managing

- Supervise multiple staff with an ability to delegate tasks easily without micro-managing;
- Provide training to new staff as needed;
- Prioritize and manage multiple projects simultaneously exercising timely follow-through (suggested response time of at least 24 hours);
- Create and promote a healthy and supportive work environment;
- Manage and utilize camp resources with a Biblical view toward stewardship;
- Communicate with other Hume departments for promotional and informational needs.

General Qualifications

- Minimum of 1-2 years' experience in an administrative environment with demonstrated success;
- Bachelor's Degree in related administrative field preferred;
- Customer service and sales experience preferred;
- Evidenced commitment to the Christian faith and a desire to share the knowledge of Jesus Christ with others;

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- Able to agree with our Statement of Belief and abide by our Code of Conduct;
- Commitment to excellence and attention to detail;
- Willingness to adjust hours to accommodate the needs of the job.

Specific Qualifications

- Thorough attention to detail;
- Strong organizational and personal/relational skills;
- Current in general office technology; copier, scanner, and fax machine; computer literacy in Word processing, Excel Spreadsheets and database management; proficient with Google Apps, Office applications (Word and Excel) and Hume Lake's communication (telephone and radio);
- Excellent oral and written communication skills. Professional writing skills must include correct grammar, punctuation, spelling, formal word usage;
- Ability to manage multiple tasks, projects, and responsibilities in an unstructured environment with frequent interruptions;
- Ability to work in a team and individual environment;
- Ability to thrive during a heavy workload.

Physical Demands

- Must be able to sit for extended periods of time;
- Must be able to live and work in extreme weather conditions;
- Must be able to lift and/or move up to 25 pounds;
- Must be able to live at high altitude and in small living quarters;
- Out-of-town and/or overnight travel may be minimally required.

Other

- Perform other related duties and assignments as required;
- Hume Lake maintains the right to reassign or change duties as required;

Reasonable accommodations may be made to enable individuals with disabilities to perform the functions of the position.