



STORE SUPERVISOR POSITION DESCRIPTION

Title: Store Supervisor
Reports To: Executive Assistant/Finance
Status: Summer 2022, Seasonal

Goals

The Store Supervisor will further the mission of CranHill by providing quality leadership and supervision to the store staff and services; to relate positively to campers and guests by being friendly, knowledgeable, efficient, and kind in all interactions; to seek opportunity for significant spiritual impact and growth for staff, campers, and guests; to encourage staff through their schedule of work; to partner with program staff in leadership and supervision of campers; to welcome volunteers each week and empower them as members of the camp team; to interact with campers within our philosophy of intentional programming.

Job Responsibilities – General

- Practice self-conduct in such a way that seeks to glorify God in all you say and do
- Practice respect towards full-time staff, fellow summer staff, volunteers, and all summer campers whether the individual is present or not
- Cultivate a willing and servant-like attitude of humility toward serving campers and guests
- Be teachable and humble, willing to learn
- Act in a professional manner as a role model for all campers, volunteers and fellow staff
- Be fully aware of all safety and emergency procedures, and execute procedures when required including communicating safety rules to campers and guests and enforcing them
- Be prepared to serve CranHill in areas outside of the specific responsibilities of your position as the need arises
- Seek to anticipate the needs of campers, guests, and volunteers and meet those needs to the best of your ability
- Attend and participate in all trainings, meetings, devotions, and planning sessions
- Spur fellow staff members on towards Christ, but not at the expense of the guests we are ministering to
- Integrate and support volunteers at camp and provide them with training as needed
- Ensure camp property is respected and cared for
- Participate in required evening ministry opportunities (Youth Camp events, Family camp events, etc.)
- Nurture own spiritual nourishment through prayer and time in the Word
- Attend Worship services (on-site or off-site) as communicated by full-time staff
- Participate in required Sunday activities (Chapel in the Pines, meals, registration) as needed and directed
- Help maintain a positive community and work environment
- Practice Biblical conflict resolution
- Exemplify CranHill rules and reinforce them with campers and guests
- Know and follow the schedule
- Ensure staff living spaces and assigned work areas are clean and tidy at all times
- Participate in camp set up and shut down for each session and the summer season
- Maintain camper and colleague confidentiality at all times
- Exemplify CranHill rules and reinforce them with campers
- Abide by and comply with all policies and procedures as listed in the staff covenant, manual, and in staff orientation

Job Responsibilities – Specific

- Work with the Executive Assistant to schedule and lead Store Staff
- Assist in the training of Store Staff
- Provide training and leadership to other staff and volunteers who are assisting in the store

- Field all guest questions, comments, and complaints both in person and over the phone in a friendly and professional manner.
- Supervise and maintain the appearance, cleanliness, organization, and safety of the store area and equipment
- Encourage Store staff through prayer, devotionals, and one on one relationships
- Have extensive knowledge of Ranch policies, events, and programs and communicate to guests and summer staff as necessary.
- Open and operate the store at hours set by the Executive Assistant
- Report needed equipment repairs to the Executive Assistant
- Complete and/or Report inventories of store merchandise and supplies to the Executive Assistant
- Order supplies as requested by the Executive Assistant
- Maintain and distribute the recreation equipment provided by the store to guests and campers (balls, rackets, table games, etc.)
- Maintain store cleanliness, including the retail space, café, restrooms, game room, laundry room, storage areas, porch, and patio
- Maintain the presentation of merchandise in a beautiful, orderly, and well-stocked manner
- Keep machines clean and in good repair
- Handle money, count change, distribute tickets and other goods
- Assist with the registration of Summer Campers, Family Campers, Day Guests, and Retreat Guests
- Prepare and/or serve food items to guests, including ice cream and other snacks
- Maintain order and a pleasant atmosphere in the store for all our campers and guests
- Inform and enforce all registered guest procedures (check-ins, wristbands, etc.)
- Read and follow guidelines, instructions, and procedures as stated in the Barn Store Manual
- Assist in other guest service and hospitality needs in the store and office.
- Other duties as assigned

Qualifications

- Strong, maturing faith in and relationship with Jesus Christ as Lord and Savior
- Passion for the CranHill mission of being a ministry through which God is transforming lives into the image of Christ
- Must have a teachable attitude and a willingness to learn
- Preferably 21 years old, but must be at least 18 years old
- Must be available between Mid-May and August 23, 2021
- Previous experience with retail or guest services is preferred
- Previous experience with phones and computers is helpful
- Have good communication skills
- A desire to work with children, and people in general

Special Conditions

This is a residential position. Accommodations will be provided for the duration of the contract and most meals will be provided while camp is in session.

Essential Functions

CranHill summer staff will be expected to:

- Be able to identify emergency situations, either by seeing them happen, hearing cries for help, or hearing the emergency alert siren and bell.
- Have the strength, endurance, and physical skills to respond quickly and appropriately to emergency situations, according to written emergency procedures and plans, which may include calling for help, running distances up to a half-mile, and watching to see if campers are responding appropriately.
- Be able to demonstrate or participate in camp activities as they supervise and instruct campers: this will require the ability to walk, sit, climb, kneel, crouch, stoop, and stand.
- Be able to move items (such as boxes of inventory, food containers, porch furniture, large trash bags, and more) around in the store areas: this will require the strength and mobility to push, pull, lift, and carry items up to 50 pounds.

- Be able to remain on your feet and active for up to 5-hour blocks at a time.
- Be able to work under the pressure and stress of a fast-paced, busy store environment.
- Possess the strength and stamina to supervise what campers are doing when in close proximity, and the ability to hear what campers are saying when nearby, but not necessarily within direct visual contact. Stamina includes the ability to remain alert, friendly, courteous, and patient for the duration of the staff member's time at camp.

Applications

Applicants are asked to complete an online application. The application may be accessed through our website at www.cranhillranch.com/apply.