



## GUEST SERVICES ASSISTANT POSITION DESCRIPTION

**Title:** Guest Services Assistant  
**Reports To:** Guest Services Director  
**Status:** Summer 2022, Seasonal

### Goals

The Guest Services Assistant will further the mission of CranHill by relating positively to guests in person and over the phone; to seek opportunity for significant spiritual impact and growth for campers and guests; to assist guests and staff with facility, resource, and program needs; 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 guests 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

- Assist to serve the needs of the Guest Services Director.
- Assist with administrative needs, such as answering phones, greeting and registering guests, and assisting with other hospitality needs around the property.
- Assist in registering summer campers, campground guests, and cottage rentals; processing payments as necessary

- Assist in keeping the front office and breakroom in a presentable manner
- Assist in other ministry areas as guest needs, including activities, store, housekeeping, food service, and others.
- Manage the set-up and tear-down of facilities, including table/chair arrangements, audio/video equipment, and more.
- Serve as the primary contact for guest groups during events, retreats, and camps, connecting with group leaders to ensure that all needs are being met.
- Assist and lead various programs for Family Camp and guest groups.
- 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
- Must have a current valid driver's license.
- Previous experience with phones and computers is preferred
- 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 office equipment, mail, and other administrative supplies) around in the office: this will require the strength and mobility to push, pull, lift, and carry items up to 50 pounds.
- 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](http://www.cranhillranch.com/apply).