

GUEST SERVICES COORDINATOR

SUMMARY:

We are looking for a good communicator who is highly organized and flexible to serve 30-40 hrs/week as our Guest Services Coordinator. This person will be directly working with a variety of guest groups and programs, as well as managing administrative details in the office.

RESPONSIBLE TO: Operations Director

GENERAL QUALIFICATIONS

- 1) Be in agreement with and committed to Amigo Centre's Mission Statement and goals.
- 2) Be sensitive and responsive to the needs of constituents, staff, and guests.
- 3) Have a strong interest in hospitality.
- 4) Have strong communication skills.

SPECIFIC QUALIFICATIONS:

- 1) Is flexible and able to work well with guests and staff members.
- 2) Is extremely organized and has the ability to multi-task and work in a sometimes fast paced setting.
- 3) Is a compassionate and interested listener.
- 4) Is proficient at Office and Excel, has basic office equipment knowledge, and can learn and manage databases.
- 5) Is able to physically handle job requirements: outdoor events, walking/stairs, set-up and some lifting.
- 6) Willing and able to assist other staff members in their various departments and to provide them with needed information.
- 7) Ability to work with confidential and sensitive information.
- 8) Is available and willing to work as needed on weekends and evenings as groups arrive or need assistance.

RESPONSIBILITIES:

- 1) Weekly duties include:
 - a. Daily emails, regular mail, phone calls and walk-ins
 - b. Giving tours of facilities, answering questions and otherwise promoting Amigo Centre
 - c. Confirming details of upcoming reservations/programs and reporting to the proper departments
 - d. Appointments/Registrations for all guests and groups and also for programs, invoicing, and payment recording
 - e. Weekly set-up for staff's weekly meeting and preparation of cleaning ticket for housekeeping
 - f. Keeping the Main Guest Calendar and the Facility Calendar up to date.
 - g. Ordering office supplies, organizing front office, checking AC/thermostats before guests arrive, creating and maintaining welcome packets
 - h. Operation of the Trading Post store for guest groups and some program groups
 - i. Being liaison for different staff departments: watching calendar, filling in where needed, general questions via the camp radios, weather watching when needed, greeting guests, etc.
 - j. Schedule, supervise, and train volunteer weekend hosts.
- 2) Monthly Duties Include:
 - a. Insurance filings for guest groups
 - b. Reporting usage numbers for lodging, meals, and campers
 - c. Send out 1 month & 6 month confirmations to incoming groups
 - d. Follow up on accounts with outstanding balances
- 3) Additional Duties:
 - a. Assisting with Donor Thank You's
 - b. Ongoing database management
 - c. Assisting in processing mailings and marketing initiatives
 - d. Assisting with Summer Camp June-July
 - i. Maintain Summer Camp Database as registrations are received.
 - ii. Provide reports as needed for Summer Camp leadership staff.
 - iii. Assist with registration and de-registration
 - iv. Provide numbers for Food Service Department on timely basis.
 - e. Be on-call for hosted groups as part of a regular weekend rotation.

COMPENSATION PACKAGE

Starting hourly wage of \$10.33/hr paid biweekly

Housing and utilities provided at no cost to employee if needed (and space is available).

Updated 04/25/2024 JW