

CAMP KOINONIA GUEST SERVICE COORDINATOR/FINANCIAL MANAGER
Nov 2023 (0.5FTE)

Summary

The Guest Service Coordinator is the first and primary point of contact for Camp Koinonia guests. The Guest Service Coordinator ensures that our guests feel welcome and that their needs and any special requests are met during their stay. The Guest Service Coordinator ensures that site staff are sufficiently informed of guest needs so that the appropriate services, programs and activities are delivered. The Guest Service Coordinator is responsible to the Camp Manager.

Ideal Candidate:

1. Enjoy working with guest groups and children.
2. Thoroughness, attention to detail, and persistence in contacting groups to prepare for bookings.
3. Verbal and written communication skills.
4. Knowledge of Excel, Microsoft Word, QuickBooks.
5. Experience coordinating and managing casual staff is an asset.
6. Experience and accuracy in billing.
7. A willingness to learn about all activities offered by camp in order to train activity leaders and facilitate activities (where applicable).
8. The food menu - taking nutrition, quality, variety, quantity and cost into account.
9. Food service- ensuring service is friendly and accommodating.
10. When providing Food Services, ensure that someone in the kitchen has a current Food Safety Certification
11. Casual kitchen staff and volunteers – Ensure that staff are suitably trained and comply with all health codes, workplace health and safety guidelines and Manitoba Camping Association guidelines. Ensure that the kitchen workplace is welcoming and hospitable to volunteers.
12. Ensure budget preparation and review – that food is ordered on time and within budget.
13. Must be at least 18 years of age, have a valid driver's license.
14. An ideal candidate would support the 7 Shared Convictions from the Mennonite World Conference. To view the 7 shared convictions: mwc-cmm.org/en/shared-convictions.

Responsibilities

The Guest Service Coordinator regularly communicates with the staff team to ensure that guests and volunteers receive a warm welcome and that their needs for food, lodging, and program assistance are met.

Specific:

1. Rental Groups
 - a. Organize and maintain an efficient office and organize own work effectively.
 - b. Potential guest group inquiries are responded to in a timely manner, including quotes, forwarding contracts, answering question.
 - c. Group hosting roles are assigned, and the site and facilities are prepared for each group.
 - d. Manage all rental bookings and inquiries for Camp Koinonia, this includes:
 - i. Responding to rental inquiries, providing quotes and invoices, completing contract details, and communicating those details to site staff and weekend hosts.
 - ii. Preparing final invoices and tracking rental payments and deposits.
 - iii. Organizing and filing contracts.
 - e. Develop and update Guest Group Manual and related material as needed, in consultation with the board.

2. **Hosting**
 - a. Book, train, hire activity leaders as needed. Ensure they are properly trained, certified as required and resourced with the equipment and information they need to do their jobs safely.
 - b. Recruit and train weekend hosts and coordinate their schedules.
 - c. Circulate and post group schedules and information to site staff in a timely manner.
 - d. Before guests arrive, make sure that the camp facilities are clean and presentable.
 - e. Greet and provide groups with a brief orientation.
 - f. Check in with groups according to their needs (typically 1-3 times per day).
 - g. Walk through and check for damages before guests leave.
 - h. Prepare and discuss final billing with all guest groups, including any damage charges.

3. **Financial management**
 - a. Be accountable for all monthly accounts payable including credit cards and petty cash.
 - b. Be accountable for all monthly accounts receivable.
 - c. Submit payroll information, invoices, and other financial information in a timely and efficient manner to CK Inc. bookkeeper.
 - d. Prepare annual operating budgets with Manager and the treasurer of the Board.

4. **Marketing**
 - a. Regularly check and update social media accounts.
 - b. Ensure that website is up to date.
 - c. Promote facility rentals.

5. **Professional and Team**
 - a. Serve as part of the overall staff team.
 - b. Participate in professional development programs as needed and approved by the board.
 - c. Participate and assist with camp promotional events.
 - d. Regularly meet with Manager, attend staff site meetings, board meetings and events when requested.

6. Other duties as assigned.

Working Conditions

Flexibility of scheduling is required to meet the needs of the groups using the camp. The Guest Service Coordinator must be available to respond to potential guests in a timely manner. When CK Inc. is cooking, meals are available at no cost when groups are being served.

Housing and Food

Shared housing may be available on site. Rent is charged. It is preferred that the employee live on site. Meals are available at no cost when groups are being served.

Salary

The salary for the Guest Group Coordinator/Financial Manager position is negotiable commensurate with experience.