

JOB DESCRIPTION



Job Title:	Guest Services Specialist
Reports to:	Guest Services Manager
Department:	Guest Services
Roles Supervised:	Guest Services Interns Various Summer Staff Various Work Crew Guest Services volunteers
Job Type:	Permanent, Full-time and Term (May – Oct), Full-time
Work Location:	RockRidge Canyon, Princeton, BC

Position Purpose

RockRidge Canyon is a Young Life of Canada property in Princeton, British Columbia, owned and operated by Young Life for the purpose of reaching teenagers with the Gospel of Jesus Christ. It additionally functions as a Christian conference and retreat centre when not being used by Young Life. RockRidge Canyon is committed to providing “attentive hospitality” to our guests. This means working to consistently exceed the expectations of our guests in quality of service, facilities, and overall experience.

Reporting to the Guest Services Manager, the Guest Services Specialist is the liaison between RockRidge Canyon and our guests, comprised of both Young Life staff and rental groups, coordinating guests’ needs and RockRidge Canyon operations. As a member of a team dedicated to serving the needs of our guests and one another, the GS Specialist anticipates and responds to those who come to RockRidge Canyon with professionalism, discretion and good will.

The GS Specialist supports the GS Manager to achieve the vision and mission of Young Life to “glorify God by sharing Jesus Christ with the entire next generation” as outlined in Young Life’s Strategic Plan. As an ambassador for Young Life, the GS Specialist ensures RockRidge Canyon’s activities promote, enhance, and protect Young Life’s brand, and boost its reputation with relevant constituents, as well as driving broader awareness. The GS Specialist subscribes to Young Life’s Statement of Faith and abides by its Codes of Conduct.

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Key Responsibilities

Spiritual Leadership

- Model Christ in word, deed and actions.
- Model and promote Young Life's mission, core values, and strategic plan. Represent Young Life positively and professionally within the community.
- Provide spiritual leadership to direct reports and volunteers.
- Pray for kids, Young Life volunteers, and fellow Young Life staff. Ensure that all ministry at RockRidge Canyon is designed and carried out with a dependence on prayer that flows from a personal relationship with Jesus Christ.
- Pursue spiritual growth.

Camp Operations

- Supervise the development, operation and maintenance of recreational and operational areas which may include the waterfront, pool, games room, sport courts, archery, radios, program events, rides, audio visual systems and the camp medical program.
- Supervise assigned interns, summer staff, work crew and other volunteers in areas which may include: Waterfront and Pool, Sound Systems, Video Program, Medic Program, Radios, Program, Mountain Bikes, Sports Equipment, Courts and Archery. Responsibilities in these areas would include but are not limited to:
 - Assisting with training and supervision of volunteers and casual employees as directed, ensuring they understand their responsibilities, safety concerns and performance standards
 - Ensuring safety at all times.
 - Supervising all activities and personnel related to the department.
 - Maintaining equipment, maintenance, order supplies, oversee program budget and keep areas clean and updated.
 - Developing and creating new activities or programs.
 - Creating and implementing Local Operating Procedures.
- Maintain meeting spaces, Prop room, and Guest Services storage areas.
- Research, develop and implement specific projects as assigned by the Guest Services Manager.
- Be available to help other departments at the discretion of the Guest Services Manager with tasks such as housekeeping, dining hall service, dishwashing, parking and maintenance projects.

Hospitality

- Convey a sense of Christ-like hospitality and concern for guests and staff and respond to the unexpected needs of our guests in a prompt and professional manner.
- For Young Life camps, act as a liaison between RockRidge Canyon and Young Life assignment teams to help create successful events, coordinate schedules, receive build requests and foster healthy expectations.
- Serve as host to guest groups on-site on a rotating basis with other hosts.
- When guests are in camp, coordinate communication between assigned groups and camp departments.
- Attend to a variety of guests needs including meals, ride schedules, program events, etc.
- Complete room setups for groups of various sizes.
- Assist guest group program directors with program needs, recreation equipment, sound systems, audio visual needs, events, troubleshooting, etc.
- Develop relationships with guest group coordinators and become familiar with their goals in order to exceed their expectations.

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- Assist with the operation of program activities including Challenge Courses (High Ropes, Tower of Terror, Zip Line) and waterfront (Canoes, Kayaks, Dragon Boats, Party Barge) as required.
- Prepare and present accurate final invoices to the Guest Group Coordinator prior to departure.
- Perform short public speaking engagements giving instructions and safety guidelines to groups of up to 300.

General Expectations:

- All staff members are expected to represent Young Life positively and professionally within the community and be able to work with and minister to the volunteer high school and college age young people who serve at RockRidge Canyon.
- Be available to help other departments at the discretion of the Guest Services Manager.
- Maintain a positive attitude and a friendly, professional manner to create a warm, welcoming atmosphere.
- Observe and report unsafe work conditions to the relevant manager.
- Operate property vehicles safely (respect all signage, including speed limits and parking).
- Provide positive, professional and effective leadership for staff, volunteers, casual employees and interns.
- Assist with training and supervision of volunteers and employees as directed, ensuring they understand their responsibilities, safety concerns and performance standards.
- Relate to all property staff in a professional way that enhances the total flow of camp operations.
- Lead by example by coordinating with other property staff to ensure that tasks are being performed up to standards, in proper priority, in a timely manner and in harmony with the rest of camp operations.
- Maintain appropriate personal boundaries with other property staff, volunteers and guests.

Team Duties and Responsibilities

- Model open communication and work collaboratively with the Young Life field and property staff team, for the good of the organization, in support of Young Life's mission, core values and strategic plan.
- Cultivate effective working relationships with property staff, volunteers and guests.
 - Lead by example in cooperating with all other departments on the property to operate as a team and produce a well-functioning body.
 - Relate to all property staff in a professional way that enhances the total flow of camp operations.
 - Coordinate with other property staff to ensure that tasks are being performed up to standards, in proper priority, in a timely manner and in harmony with the rest of the camp operations.
- Attend staff meetings, staff conferences and daily devotional studies.
- Nourish a truthful, accountable, forgiving, joyful, and healthy work culture.

Personal and Professional Development

- Pursue opportunities to learn through books, podcasts, courses, etc.

General Expectations

- Maintain a positive attitude and a friendly, professional manner to create a warm, welcoming atmosphere.
- Observe and report unsafe work conditions to the relevant manager.
- Reply to radio calls professionally and respond to requests quickly and efficiently.
- Operate property vehicles safely (respect all signage, including speed limits and parking).

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Qualifications

RockRidge Canyon is a non-profit Christian organization which has as its primary purpose the promotion of the interests and welfare of those who wish to share in the Christian Experience. As such, you must have a vibrant and growing relationship with Jesus Christ as a condition of employment. Involvement in a local church is expected. You must be able to give spiritual leadership to volunteers and interns and subscribe to our statement of faith.

Education and Experience:

- Degree or diploma in recreational administration is preferred, and/or one to three years' experience in a camp setting or a related area, or an equivalent combination of education and experience.
- Experience in Young Life and alignment with our mission is critical.
- Knowledge of the not-for-profit sector and experience in a faith-based Christian organization are assets.

General Qualifications:

- Work quickly and unobtrusively in a busy environment that frequently demands the ability to multi-task.
- Demonstrated flexibility and responsiveness to schedule changes and requests from guests.
- Strong organizational and time management skills.
- Observant, perceptive and detail oriented.
- Creative problem solver.
- Self-starter who takes initiative.
- Take direction and execute oral and written instructions. Request clarification when needed.
- Able to work in various adverse conditions: heights, temperature extremes, indoors and outdoors.
- Effective verbal communicator and natural encourager. Good written communication skills, including email.
- Proficient in Microsoft Office suite, and Google Drive. Good keyboarding skills.

Training and Certification:

- Legally entitled to work in Canada.
- Valid Standard First Aid (Level 1) and CPR-C/AED certification. This must be maintained while in the position.
- Valid Class 5 BC Driver's License and clean Driver's Abstract or equivalent.
- Proficient in operating professional sound and lighting systems, and/or an aptitude to be trained in these areas.
- Valid Pleasure Craft Operator's License is an asset.
- Challenge course training and experience is an asset and/or the aptitude to be trained in high ropes, zip line and other course/initiative areas.
- Knowledge of Pro Presenter software and audio visual systems is an asset.
- Clean criminal record check, including vulnerable sector search, required as a condition of employment.

Work Conditions

- **Work Location:** Work is performed in a variety of settings, including office, outdoors, at great heights on challenge course elements, over water and in the elements. It may require occasional travel to attend training events or conferences or to promote camp or to meet with prospective clients.
- **Physical Requirements:** The work is active in nature, and yet may require periods of time in an office environment, followed by outdoor activities. More strenuous physical activities such as running, hiking, running Challenge Course activities, setting up chairs/tables and extensive walking will be required as well. The employee is required to see,

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talk and hear. Operating vehicles, boats, power tools and other fleet equipment will happen regularly and must be done in a safe manner. Lifting heavy items may happen from time to time.

- **Work Environment:** Work environment is generally favourable. The work may be outdoors 50-75% of the time depending on the time of year. The position is required to work with teenagers, adults and volunteers of all ages.
- **Hours of Work:** This position is required to work a non-traditional work schedule including early mornings, late nights, weekends & split shifts. Workdays may exceed 8 hours. Long days and/or nights can be expected from time to time. Working weekend shifts on a rotational basis.
- **Hazards:** This position may include situations that are potentially dangerous, such as working on the high ropes course. The employee is required to attend training courses & to work in a safe manner at all times. Alertness and attention to standard operating procedures is a job requirement.
- **Other:** Due to the nature of the job, and our commitment to a safe environment for teenagers and volunteers, the individual is subject to a criminal record check, including a vulnerable sector search, and must submit a current driver's abstract.

The above statements are intended to describe the general nature and level of work performed by people in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of people in this position. Duties and responsibilities that do not constitute a major change may be added, deleted or changed at any time at the discretion of the supervisor either orally or in writing.

Staff Person Name Signature Date

Supervisor Name Signature Date