



## Job Description

<b>Job Title:</b>	<b>Guest Group Coordinator / Guest Services Specialist</b>
<b>Reports to:</b>	Guest Services Manager
<b>Department:</b>	Guest Services
<b>Roles Supervised:</b>	Various Guest Services Interns Various Summer Staff Various work staff and volunteers
<b>Work Location:</b>	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 “intentional 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 Group Coordinator / Guest Services Specialist (GG Coordinator) is the liaison between RockRidge Canyon and our guests, comprised of both Young Life and rental groups. The GG Coordinator coordinates guest needs and RockRidge Canyon operations. As a member of a team dedicated to serving the needs of our guests and one another, the GG Coordinator anticipates and responds to those who come to RockRidge Canyon with professionalism, discretion and good will.

The GG Coordinator supports the Guest Services 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 GG Coordinator 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 GG Coordinator subscribes to Young Life’s Statement of Faith and abides by its Codes of Conduct.

## 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, interns, summer staff 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.
- Personal knowledge and experience of the saving work of Jesus Christ, pursuing personal spiritual growth and involved in a local church

### Guest Group Communications

- Gather requests for facilities and services from rental and Young Life guest groups, communicating changes and addressing concerns for incoming guest groups, communicating this information to relevant departments at the property well in advance of the group's arrival
- Answer inquiry calls for potential new groups; develop contracts and maintain contracts and calendar for new and returning groups
- Prepare pricing and quotes for guest group inquiries and maintain necessary statistical information to support budgeting and pricing changes
- Develop and maintain all Guest Services materials that are part of the communication process with guest groups (Guest Services Information, Housing forms, etc.)
- Cultivate and maintain a constant open line of communication with rental and Young Life guest groups in relation to their use of and comments about the property
- Possess familiarity with all aspects of the property operations (e.g., Food Services, Site & Facilities, Administration, etc.)
- Use booking software and other software (e.g., Camp Brain, Google Drive, Excel) to track guest group information from contract to visit follow up.
- Prepare billing and invoice information to guest groups; maintain statistical documents to assist in budget targets for anticipated guest revenue and assist Guest Services Manager in data collection for budgeting and meeting budget targets.
- Be proactive in maintaining guest group relationships throughout the year for returning groups
- Assist in the marketing plan to reach new target markets and guest groups

### Hospitality

- Serve as host to weekend and weekday guests on a rotating basis with other hosts.
- Provide service and communication to guest group coordinators from initial contact to departure.

- Develop relationship with guest group coordinators and become familiar with their goals in order to exceed their expectations.
- Ensure all room set up and take downs, open and shut down procedures are completed
- Be proactive in assisting Guest Group Coordinators and ensuring all guest needs are attended to including meal starts, ride schedules, program events, recreation equipment, sound systems, audio visual needs, troubleshooting, etc.
- 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 to groups of up to 300.

### ***Guest Services Specialist***

- Supervise the development, operation and maintenance of designated recreational areas, which may include; Games Room, Waterfront and Pool, Sound Systems, Video Program, Radios, Program, Mountain Bikes, Sports Equipment, Courts and Archery.
- Provide positive, professional leadership and oversee safety and supervision of designated assigned interns, summer staff and work staff, assisting with training and supervision, ensuring they understand their responsibilities, safety concerns and performance standards and ensure training logs are complete
- Maintain equipment, maintenance, order supplies, oversee budget and keep area clean and updated.
- Develop and create new activities or programs.
- Create and implement *Standard Operating Procedures*.
- Develop and 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, garbage collection, dish pits, and other projects as directed.
- 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.
- When guests are in camp, coordinate all communication between assigned groups and camp departments.

### ***Team Duties and Responsibilities***

- Model open communication and work collaboratively with the property staff team and the Young Life staff team in support of Young Life's mission, core values and strategic plan.
- Engage with and foster healthy relationships with the property staff team.
- Attend daily devotionals, staff meetings, staff conferences and daily bible studies.
- Nourish a truthful, accountable, forgiving, joyful, and healthy work culture.

### ***Personal and Professional Development***

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

### ***General Expectations***

Young Life is a relational ministry. Staff must be able to convey a sense of Christ-like hospitality and concern for guests and staff. Responding to the unexpected needs of our guests in a prompt and professional manner is important and required.

- 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.

## **Qualifications**

### ***Spiritual***

- Personal knowledge and experience of the saving work of Jesus Christ.
- Involvement in a local church.
- Agreement with Young Life's Statement of Faith.

### ***Education and Experience***

- Degree or diploma in Recreational Administration, 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.

### ***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 and staff.
- Strong organizational and time management skills.
- Able to negotiate, deal with conflict situations and creative problem-solving abilities.
- 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.
- Knowledge of Pro Presenter software is an asset.

### ***Training and Certification***

- Legally entitled to work in Canada.
- Valid Standard First Aid (Level 1) 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.
- Training in challenge course and/or the aptitude to be trained in high ropes, zip line, pamper pole and other ropes course/initiative areas.
- Valid Pleasure Craft Operator's License 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, promote camp or 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, 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***

- Generally the work week is 40 hours.
- This position is required to work a non-traditional work schedule including early morning, late nights, weekends & split shifts. Workdays may exceed 8 hours.
- Long days and/or nights can be expected from time to time.

**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.*