



MINISTRY DESCRIPTION

POSITION: Guest Service Assistant

RESPONSIBLE TO: Guest Service Manager

GENERAL QUALIFICATIONS:

- A born again, committed Christian who has a genuine love for the Lord and demonstrates a consistent walk with Him.
- Sincerely supports the Rock Mountain Bible Camp Statement of Faith, Mission & Core Values, and is willing to serve the broader Body of Christ.
- Committed to Discipleship: Being a disciple and making disciples.
- Demonstrates a servant attitude; willing to do what it takes for the success of the ministry.
- Strong desire to work in vocational ministry; views role as a ministry rather than a job.
- Has good communication skills and relates well to others.
- Inspires employees by personal example to set and attain goals and pursue excellence in all their work.

JOB RELATED QUALIFICATIONS:

- High-School diploma, or equivalent.
- Strong desire for excellence.
- Has guest service, camp programming, and/or ministry experience.
- Ability to prioritize multiple tasks within given guidelines and follow-through to completion.
- Ability to be flexible; perform needed tasks outside area of direct responsibility.
- Proficient with computers.
- Ability to adapt to changing work conditions.
- Ability to perform physical maintenance tasks (i.e. lift/carry/move 50 lbs.).
- Ability to manage their time well, takes initiative for needed tasks.

GENERAL RESPONSIBILITIES:

- Assist Guest Service Manager with operations of all RMBC Guest Group Ministry.
- Actively participate with other Full-Time staff in the discipleship, supervision and community-life development of seasonal staff.
- Assist with maintenance, development and operations of all indoor facilities/spaces (i.e. lodgings, meeting spaces, lounges, etc).
- Assist with marketing, hosting & follow-up of all guest group events.
- Attend the regular trainings and professional development conferences (i.e. CCCA, ACCT, etc.)
- Assist in other areas of camp as needs arise & schedule permits.

SPECIFIC RESPONSIBILITIES:

Guest Service:

- Serve as a guest group host, as assigned.
- Assist with operations, inventory & management of snack shop.
- Assist with marketing, and guest service development.
- Assist with developing resources, photos, & follow up with guest groups.

Accommodations & Facilities:

- Participate as a member of the staff team in facility cleaning & preparation for RMBC ministry events.
- Assist with inventory and management of all housekeeping resources.
- Assist with the regular operation of all Lodges (Lakeview & Pickering) including linens.
- Assist with projects and improvements to accommodations and facilities during seasons with no guests on-site.
 - Floor Maintenance – including carpet extraction and waxing floors.
 - Painting.
 - Seasonal Deep Cleaning
- Lead service teams, as scheduled.

Administrative

- Assist with processing guest group bookings and post-event follow-up.
- Assist with updating and maintaining the Rock Mountain database.
- Answer phones, as scheduled.

Activity Areas:

- Assist with RMBC activity area operations for guest groups and programs, as assigned.

Staff Areas:

- Assist Guest Service Manager & Program Manager with overall seasonal staff oversight, development, leadership & discipleship.
- Lead Staff Bible Studies and/or Devotions as assigned.
- Assist with seasonal staff training & oversight.
- Assist with new staff recruiting to colleges, highs schools and churches.
- Assist with oversight for seasonal staff community life, recreation, trips and events.