

## POSITION DESCRIPTION

# DIRECTOR OF HOSPITALITY

Discover the warmth of our hospitality at Camp Caroline. Located in the foothills of the Canadian Rockies, we are one of Alberta's premier year-round Christian camp and retreat centers.

We strive to create getaways with greater purpose that encourage life-changing experiences, therefore our skilled staff are carefully selected with our campers and guests in mind. Camp Caroline staff are recruited not only for their ability to perform their duties, but also for their trustworthy character and commitment to serving campers and guests with an exceptional standard of care.

**Something significant happens when a group or individual has the chance to step away and experience a camp or retreat in an exciting new setting. The Director of Hospitality is responsible to provide overall excellent camping and retreat experiences by overseeing the hospitality ministry and services of Camp Caroline on both a day-to-day and long-range basis, and will commit to serving guests and groups with an exceptional standard of care.**

**Department:** Ministries

**Reports To:** Senior Director of Ministries

### Requirements:

- A personal profession of faith in Jesus for salvation and witness of obediently following him
- A member or adherent in an evangelical church
- Agreement with the mission, vision, core values, and core commitments of Camp Caroline
- Demonstrated ability to maintain healthy working relationships with a team
- College/University degree or equivalent experience
- Demonstrated camp or equivalent experience (3-5 years)
- Demonstrated ability to organize and plan well
- Demonstrated ability in developing and managing a budget in excess of \$100,000
- Demonstrated ability to initiate and follow through on projects with excellence
- Demonstrated interpersonal and communication skills
- Demonstrated ability to handle sensitive and/or confidential situations with respect
- Availability to work regular and irregular hours
- Good health and stamina
- Ability to lift 25kg without assistance
- General computer knowledge and ability to use Microsoft Office and other basic software
- Valid driver's license
- Completion of reference and background checks

### General Responsibilities:

- Uphold the mission, vision, core values, and core commitments of Camp Caroline with the highest standard of excellence

- Uphold Camp Caroline policies and adhere to policies, best practices, and principles related to standards of service care as established by recognized authorities
- Assist in nurturing the spiritual atmosphere of Camp Caroline for campers, guests, and staff
- Develop a welcoming atmosphere and safe environment for campers, guests, and staff
- Anticipate and attend to camper and guest's service needs

#### **Requirements for Hospitality:**

- Work with the Senior Director of Ministries to create and maintain a planner to deliver high value, high impact guest services and experiences based on Camp Caroline's ministry mapping
- Create environments throughout Camp Caroline's site and facilities that will provide the greatest opportunity for guests to feel welcomed and connected
- Ensure guest services are planned properly and prepared for delivery
  - Provide a strong day-to-day leadership presence and support an open-door policy among all staff
- Work with the Senior Director of Ministries to evaluate program models and performance
  - Assist in the ongoing development and innovation of guest service models: developing and managing retention strategies for campers, guests, staff, and strategic partners
- Actively support the discipleship of campers, guests, and staff
  - Cultivate meaningful relationships with campers, guests, and staff
  - Take time to pray with campers, guests, and staff as appropriate
- Coordinate with Food Services staff related to food service planning (including menus, dietary sensitivities, schedules, and setup)
- Coordinate hosts for all guest individuals and groups and provide training to hosts as needed
- Collaborate with Site and Facilities staff to coordinate repair work in a manner that does not disrupt guest groups
- Oversee the promotion and expansion of the hospitality ministries at Camp Caroline, including an increase in annual guest bookings and usage
- Coordinate all guest bookings from start to finish
- Coordinate the collection and inventory of lost and found items from September thru June
- Coordinate seasonal décor changes around the camp lodges as needed
- Maintain an accurate record of the number and types of guests attending Camp Caroline

#### **Requirements for Risk Management:**

- Ensure hospitality ministry and services meets recognized risk management standards, both internal and external

#### **Requirements for Budget Management:**

- Work with the Senior Director of Ministries to prepare the annual hospitality budget and planner
  - Manage and maintain a budget and planner that is realistic, responsible, and reflects excellent stewardship of resources – financial, material, and personnel
  - Ensure expenses are planned properly and have a contingency of no less than 10% and no more than 25%
  - Oversee hospitality services pricing grids
  - Maintain a competitive analysis comparing no less than three regional camps that provide year round guest services

#### **Requirements for Staff Management:**

- Work with senior leadership and ministry staff to recruit and select hospitality staff that support the vision and values of Camp Caroline

- Assist with staff recruitment, hiring, and compensation (using established grids)
- Provide leadership and training to volunteer host staff as related to standards of care, procedures, and supplies

**Time Management Expectation:**

- Facilitating guest experiences and relationships – 35%
- Coordinating and scheduling guest groups – 20%
- Management of staff (paid and volunteer) – 15%
- Oversight of hospitality areas and systems – 15%
- Development of hospitality areas and systems – 10%
- Other camp duties – 5%

**Key Working Relationships:**

- Executive Director
- Senior Director of Ministries
- Senior Director of Operations
- Site & Facilities Staff
- Food Services Staff
- Finance Manager
- Director of Summer Camps
- Camp Crew

**To apply, please email a resume to [chris@campcaroline.ab.ca](mailto:chris@campcaroline.ab.ca) with the subject heading, Director of Hospitality.**