

POSITION DESCRIPTION

BOOKINGS HOST

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 Hospitality Assistant is responsible to provide overall excellent camping and retreat experiences by assisting in the hospitality ministry and services of Camp Caroline and will commit to serving guests and groups with an exceptional standard of care.

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
- Demonstrated ability to organize and plan well
- Demonstrated ability to initiate and follow through on projects
- Demonstrated interpersonal and communication skills
- 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



Group Hosting Responsibilities:

- Work with the Director of Camps & Retreats to provide the greatest opportunity for guests to feel welcomed and connected
- Serve as host for guest groups as assigned
 - Host meals for groups
 - Serve snack for groups
 - Unlock/lock pool for groups
 - Be available to help meet specific requests from groups
- Assist with setup and takedown needs for groups (dining hall tables, band equipment, etc.)
- Assist with housekeeping duties (cleaning rooms, bathrooms and common spaces) as assigned
- Other camp duties as assigned

Time Management Expectation:

- Hosting of guest groups – 80%
- Group setup and takedown – 10%
- Other camp duties – 10%

Key Working Relationships:

- Director of Camps & Retreats
- Bookings Coordinator
- Food Services Staff
- Site & Facilities Staff