

Lake Geneva Youth Camp & Conference Center

Extensive Job Description

Position: Guest Services Manager

Responsible To: Conference Director

Minimum Qualifications:

1. Is a professing Christian and is committed in both spirit and practice to the principles listed in the Statement of Faith. Is also in agreement with L.G.Y.C.&C.C.'s philosophy and policies.
2. Has a sincere love for the Lord and a burden to see the lost come to know Him as Savior.
3. Preferred college degree. Has previous job experience in this field or has recommendations (referrals) to indicate that this person has the abilities to perform responsibilities that include janitorial experience or training in such jobs as: waxing floors, carpet cleaning, cleaning windows, walls, etc.
4. Someone with previous experience setting up and operating sound system, video projectors, lights, etc., is preferred or has the aptitude for training.
5. Has aptitude for light maintenance.
6. Has previous experience and aptitude for managing people within a job setting.
7. Has a Christ-Like spirit that exhibits: Service and Serving others as number one. Excellence is strived for in all areas of responsibilities.
8. Has the ability to totally focus on providing an environment for our guest groups that will assist them in meeting their ministry objectives while here.
9. Creative – God has given us all abilities to be creative. Always finding better ways to prepare for our arriving guests.
10. Enjoys being around people.
11. Has the ability to view their responsibilities as pivotal to the Camp and Conference Center ministry. Knows the importance of “first impressions.”
12. Is a self-starter and is able to work on their own without constant supervision.
13. Is able to see and work beyond the stated responsibilities. Can see the big picture, but also has the ability to pay close attention to detail.
14. Is timely in completing responsibilities and can be flexible in order to finish a project on time.
15. Has the ability to accept guidance.

General Responsibilities:

The overall responsibility of this position (whether directly or indirectly) will be to provide our guests with an environment that exhibits:

- ❖ Our desire to do all things in a manner that would be pleasing and give witness to the Lord.
- ❖ Our commitment to providing uncompromisingly clean and comfortable accommodations, meeting rooms and grounds.

- ❖ That we have anticipated and facilitated each group's specific needs in advance of their arrival and throughout their stay.
- ❖ That we will continually strive to exceed our guest's expectations during their stay with us.

Specific Responsibilities:

The overall responsibilities will be setting up meeting rooms and ensuring that the facilities and grounds are up to standards prior to group(s) arrival, host and serve the guests and also maintain a clean, safe and comfortable environment throughout their stay. This position will also manage and direct the janitorial and housekeeping departments.

Primary Responsibilities:

1. Manage and direct the Housekeeping and Janitorial departments. This includes and is not limited to:
 - ❖ Coordinate a weekly cleaning schedule for Janitorial and Housekeeping staff. Meet weekly with staff.
 - ❖ Ensure that weekly cleaning of facilities is done properly and is being completed in a timely manner. Develop and maintain a cleaning check list for every facility on the grounds. Train and or instruct staff as needed in order to meet or exceed conference standards. When weekly cleaning staff is unavailable, be responsible to have alternate resources, and follow through that the buildings are cleaned.
 - ❖ Ensure that Housekeeping and Janitorial staff reports any maintenance discrepancies as soon as possible.
 - ❖ Maintain an inventory for the housekeeping and janitorial cleaning equipment and supplies. Ensure that supply closets are properly stocked and organized. Purchase supplies as needed.
 - ❖ Keep up to date MSDS in all areas where supplies are kept. Ensure that staff is aware of any safety procedures for the handling of cleaning equipment and cleaning chemicals.
 - ❖ Keep up to date on the latest cleaning techniques and products.
 - ❖ Schedule and perform regular cleanings as needed for all guest facilities such as carpet cleaning, waxing of floors, windows and screens, as well as interior painting of facilities used by guests.

2. Set up meeting room(s) to group specifications prior to group arrival. This set up includes and is not limited to:
 - ❖ Ensure that meeting room has been fully cleaned to Conference Center standards.
 - ❖ Staging
 - ❖ AV equipment set up and is operational.
 - ❖ Stage lighting.
 - ❖ Chairs, tables, and other guest group requests

3. Prior to the group(s) arrival ensure that:

- ❖ Accommodations and meeting rooms have been cleaned to Conference Center standards.
- ❖ Facilities being used have been: Unlocked, indoor and outdoor lighting is on as needed. Hot water systems operationally checked. Heating or cooling systems are on and set for usage periods.
- ❖ Ensure that the Conference grounds (grass areas, walkways, drives, facility entrance areas and decks) have been cleared of litter, debris etc. Empty and replace liners of any outside garbage receptacles. Deck areas and court yard areas are set up properly.
- ❖ Any deficiencies that affect guest safety, health, comfort or general satisfaction have been corrected ahead of time. If any items cannot be corrected in a timely manner, the Conference Director should be notified immediately.
- ❖ Ensure that all walkways, drives, stairs and entrances are clear of any snow or ice accumulation. Snow and ice removal is ultimately the responsibility of the maintenance department, but at times it will be necessary to assist them.

4. Assist with hosting groups during their stay with us. This includes and is not limited to:

- ❖ Meet with group leaders, set up teams and or worship teams upon their arrival.
- ❖ Provide a warm, friendly and Christ-like environment for all of our guests.
- ❖ Provide orientation to group leaders with regard to operation of AV equipment.
- ❖ Assist with group snack distribution and clean up as needed.
- ❖ Be available at all Conference meals to check with group leaders for any needs or discrepancies.
- ❖ Be available to receive calls from group leaders throughout their stay (including after hours calls) to assist with guest needs or discrepancies.
- ❖ Assist the Conference Director with any closing of buildings.

- ❖ Before breakfast:
 - ❖ Clean up and remove snacks from meeting rooms and or dining room from the previous evening.
 - ❖ Check common areas, meeting rooms, and bathrooms for cleanliness.
 - ❖ Empty and replace garbage receptacles in meeting rooms.

- ❖ Throughout the day:
 - ❖ Ensure that common areas and meeting room restrooms have been checked for supplies, cleanliness and trash removal.
 - ❖ Check exterior trash receptacles periodically for groups staying longer than two days.

Additional Responsibilities:

1. Work with the Conference Director to establish an annual budget for the Janitorial and Housekeeping operations.
2. Confer with Conference Director regarding initiatives that will better serve guests.
3. Maintain all AV equipment. This includes and is not limited to:
 - ❖ Keeping an inventory and also the labeling of all equipment.
 - ❖ Keeping a supply of replacement parts on hand such as overhead projector bulbs.
 - ❖ Make sure equipment is operational for guest groups as needed. Send equipment out for repair as needed.
 - ❖ Advise Conference Director of any equipment needs that would better assist guests.
4. Oversee/manage weekly cleaning of cabins and facilities during the LGYC summer session.
 - ❖ Organize and manage summer College Staff & Teen Staff during Saturday Camp turnovers and Conference turnovers.
 - ❖ Organize and manage daily/weekly cleaning of common Camp and Conference restrooms.
5. Other duties as assigned.

Essential Functions:

Physical Appearance: Dress and appearance that will glorify God and is appropriate to the task at hand.

Must be able to operate cleaning equipment (such as: a vacuum, floor scrubber/buffer, carpet cleaner and mop); have physical strength (to lift: 40-50 lb. speakers onto tri-pods, move and set up tables, stack & un-stack chairs, assist in setting up staging); visual and auditory ability (to properly set up sound systems and video and overhead projectors and to observe facilities for cleaning needs and set up order).