

**Job Title:** Guest Services Assistant  
**Department:** Guest Services  
**Reports to:** Guest Services Manager  
(2 Needed)

**Position Summary:**

The Guest Services Assistant (GSA) will work under the Conference Director and/or Guest Services Managers (one of two sites). This includes hosting and meeting the needs of the current Conference groups on the grounds and coming alongside Lake Geneva Ministry's Program team when available. They would be the person group leaders would contact if they had any needs. Other responsibilities would be to assist after guest groups depart, assist with set up for arriving group(s), and assist as needed with cleaning when groups depart and other needs as assigned.

**Essential Qualifications:**

- Be of sound Christian faith and good Christian character (mature)
- Self starter, but can take direction
- 18 years or older with at least one year of college completed
- Must have a strong desire and heart to serve and meet the needs of guests.
- Must have good communication and people skills. Can easily converse with guests
- Will need to get up in front of medium to large groups to make announcements etc.
- Must be willing to dress appropriately when on duty and particularly when hosting groups.
- Must have a valid Driver's license and good record. Ideally have your own transportation, but not a requirement

**Specific Responsibilities:**

- Prepare for guests' arrival onsite
- Hosts guests and trouble shoots while guests are onsite
- Close down buildings after guests leave
- Give tours to potential customers – is knowledgeable about our properties and our programs
- Timely communication of needs, concerns, damages, deferred maintenance issues to appropriate department
- Organize, inventory and store all AV, sound equipment, coordinate with Program team for camp needs
- Participation in camp and program ministry activity where available
- Other duties as assigned

\*This job description is by no means all-inclusive. It is an overview to provide a general idea of what the position involves. There will be other camp duties involved and on occasion you may be asked to fill in for other positions when the need arises.

**Employee Review:**

I have read the above and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties or responsibilities and understand that the performance of other duties will be required from time to time in order to meet the Ministry's needs. I have been given a copy of this description.

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_