



Job Title: Guest Coordinator

Organizational Relationship: reports to Director of Operations

Department: Operations

Location: Whispering Winds Catholic Conference Center, Julian, CA

Overview:

The Whispering Winds Guest Coordinator is the on-site personality responsible for enhancing the guest, program and volunteer experience while remaining consistent with the mission and established policies of the camp. This includes customer service, safety, amenities, ministry, and program support. This position will develop and maintain relationships with group leaders and will manage camper expectations as groups prepare to come for an event.

Job Type:

Part Time Flexible, 30 hour-per-week position

Hourly, \$15 DOE

Qualifications:

The ideal candidate is customer service-oriented and able to work with a diverse staff to ensure synergy between departments. This person should have experience in customer service, computer usage, possess a flexible can-do attitude, as well as an appreciation for the value of "behind the scenes" ministry. This position requires meticulous attention to detail in all areas of responsibility. Candidate must have a friendly disposition and treat all people with respect and courtesy. Excellent verbal skills needed as speaking to groups will be required. Bilingual in English and Spanish a plus.

Job Description:

- Contact group leaders before event to clarify group setup details, amenities, event needs and accommodations. Communicate needs to Director of Operations and/or Guest Services department. Document these needs and any resolution.
- Check in and check out guests during designated work hours.
- Collect guest roster at check-in, reconcile with waivers and insure proper paperwork has been completed.
- Anticipate and promptly respond to group needs.
- Be available for guest group needs during the duration of their retreat during designated work hours.
- Communicate with appropriate staff any new systems and training needed to enhance the guest experience.
- Schedule group activities (campfire, zip line, etc.)
- Coordinate with the Director of Operations to maintain an on-call schedule to handle any guest group need, program need, or an emergency.
- Assist the Director of Operations with organizing and directing volunteer work parties, including appropriate expressions of gratitude to volunteers for their efforts.
- Provide guests with an on-site survey at end of event, then collect and forward to the Director of Operations and Guest Services department.
- Assist the Welcome Center Coordinator in managing onsite camp administration - supplies, mail, IT & office upkeep.
- Assist the Director of Operations with visits and tours for potential guests.

- Assist the Director of Operations with facilities set-up and coordination of available space.
- Attend staff meetings and special ministry events, some held offsite and on weekends, as appropriate.
- Attend trainings and seminars, as appropriate.

This job description is a summary of the typical function of the job, not a complete list. The responsibilities, tasks, and duties might differ from those outlined and other duties, as assigned, might be part of the job.

Mission Statement

The mission of Whispering Winds Catholic Conference Center is to provide a Christ-centered environment, apart from the everyday world, where all are welcome to increase their knowledge of and commitment to Christ, and join as fellow pilgrims on their journey of faith with God.