



JOB DESCRIPTION

JOB TITLE:	Family Camp Guest Care Specialist
DEPARTMENT:	Family Camp
REPORTS TO:	Director of Family Camp
EFFECTIVE DATE:	TBD
CLASSIFICATION:	Non-exempt

POSITION SUMMARY: The Guest Care Specialist serves as a member of the Family Camp team, seeking to enhance the guest experience through registration assistance, phone/online communications and support, post-retreat/camp follow-up, and by creating feedback loops in keeping with H. E. Butt Foundation hospitality expectations. The Guest Care Specialist is an integral connection of the Foundation's network in providing information necessary for other teams' functions. As the first point of contact for inquiries, the Specialist assesses inquiries, manages, and/or redirects as appropriate, and organizes details related to registrations and fees. The Guest Care Specialist serves to ensure the camping experience is seamless and delivers the highest hospitality to guests/campers.

PROGRAM MISSION: The LLFC program plays a pivotal role in developing connections throughout campers' lives. LLFC also provides campers a "Canyon Experience" that translates into the ability to seek a richer life with Christ outside the actual experience of time spent in the Canyon. LLFC is an interdenominational Christian family camp designed to strengthen relationships within the family system by providing a relaxed, fun-filled opportunity for families to be together in an atmosphere dedicated to Christ. LLFC is part of the H. E. Butt Foundation of ministries that is an expression of the Butt family's commitment, vision, and generosity. LLFC exists to make a difference in the world through refreshed and renewed people.

ORGANIZATIONAL VALUES: Rooted in our Christian faith, daily work reflects the values of Hospitality, Stewardship, Unity, and Excellence.

ESSENTIAL FUNCTIONS:

- Provide phone and online support to Foundation guests to ensure a quality relational experience for guests of the H. E. Butt Foundation programs
- Implement the set-up and configuration of events and preparation for guest registration
 - Manage communication flow for guests and Canyon Operations teams
 - Oversee calendar and housing for LLFC as well as Headwaters facilities
- Troubleshoot Guest Portal issues received either by phone or online
 - Identify and document the issue and its cause
 - Determine the most effective manner to resolve the issue and implement the solution
 - Verify that the resolution resolved the guest's issues
 - Maintain appropriate communication with guests regarding the status of their issue

- Provide assistance and information to Foundation guests including:
 - Research and answering programmatic questions as appropriate
 - Guide guests to the appropriate program to fit their needs
- Provide back-up support and communication for other Guest Care staff
- Maintain consistent communication with the Family Camp team
- Assist with pre-retreat and post-retreat materials, information, and reports for LLFC team and larger Foundation
- Collaborate consistently with Director of Operations and Accounting Team on oversight of revenue budget

QUALIFICATIONS:

- Bachelor’s degree preferred with at least two years of administrative experience. 6 years of administrative experience acceptable in leu of degree
- Experience with Microsoft Office Suite (Word, Excel, Outlook)

COMPETENCIES-Knowledge, Skills, and Abilities:

- Excellent Customer Service skills
- Strong Interpersonal skills
- Written communication abilities
- Ability to work within a team and balance individual responsibilities
- Ability to work with minimal supervision
- Self-starter
- Excellent listening, written, and verbal communication skills
- Strong documentation abilities
- Ability to troubleshoot

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the employee is regularly required to talk or hear.
- The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- The employee may occasionally lift and/or move items up to 25 pounds.

WORK ENVIRONMENT:

- This job operates in a professional office environment.
- This job may also work in a camp or retreat setting. This requires the ability to work outside on uneven terrain and in varying weather and environmental conditions.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.
- Ability to work varying schedules based on camping program needs, including some weekends.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE