



SKY RANCH GUEST SERVICES TEAM



WHAT YOU'LL GET TO DO

Guest Services Team members report to the Guest Services Manager and, as one of the ministry's front-line positions, they help process and organize information that allows Sky Ranch to deliver excellent service to campers, guests, and staff. This role is critical to the ministry of Sky Ranch and contributes directly to our mission of leading youth and families to know and follow Christ.

A DAY IN THE LIFE

(The legal term is "essential functions." That just doesn't sound as fun!)

Every day, you'll answer phones, update data in Sky Ranch records, print and mail statements, and complete so many other critical tasks to serve campers and guests well. No two days will ever be the same at camp, and there's no way we could possibly list everything you'll experience! Here's just a glimpse of the most important responsibilities you'll have:

Daily Operations - You'll provide critical support to the year-round Sky Ranch Guest Services team. Here's what that looks like:

- Answering incoming calls quickly and efficiently.
- Modifying camper records in the database as needed.
- Creating spreadsheets for special reports.
- Assisting other departments in registration for special activities.
- Checking voicemails and emails and answering them in a timely and professional manner.
- Printing and mailing statements to camper families; processing payments.
- Managing the waiting list, daily.
- Picking up mail, then processing and distributing it by placing it in mailboxes.
- Answering any correspondence directed to the Guest Services department.

Spiritual Encouragement - You'll be responsible for assisting counselors in providing a program and environment that nurtures spiritual growth for campers and staff. Good examples of this are:

- Pursuing your own relationship with God.
- Demonstrating selflessness, being willing to serve where needed, wholeheartedly, without hesitation.
- Faithfully attending Community Group every week.

Customer Service - You'll ensure that our campers and camper parents experience the "WOW" factor and are served in a way that reflects our desire to serve them as well as our appreciation for them and meets or even exceeds their needs and expectations.

- Treating ALL our guests, both campers and their family members, with gentleness, kindness, fairness, respect, and eagerly seeking to meet their needs.
- Bringing to the attention of the Camp Director ANY situation where we fail to serve or please a guest.

Other important responsibilities are to maintain compliance with all employee policies and procedures established for Sky Ranch, maintain compliance with all state and federal laws and regulatory requirements, and perform other tasks requested of you with a fantastic, spirit-to-serve attitude.

WHAT YOU'LL NEED

EVERYONE who works at Sky Ranch needs to have a current MinistrySafe / Child Advocacy Certification. Don't worry, we'll provide that for you if you don't have it already!

You'll also need to exhibit the following character traits, knowledge, and skills. You'll have to show up with these - we can't get them for you! If you can check these boxes, you're good to go:

- Committed follower of Jesus Christ, and willing to sign the Sky Ranch Doctrinal Statement
- Committed to providing excellent customer care and willing to contribute to the mission of leading youth and families to know and follow Christ
- Ability and desire to keep kids safe, as well as care for them physically, emotionally, and spiritually
- Ability to abide by rules and regulations
- Willingness to abide by the Sky Ranch cell phone policy.
- Excellent communication skills (verbally interacts with campers, parents and staff, and writes evaluations and letters to campers)
- Respect for authority
- Flexibility and adaptability when things change or go in a way that is not expected
- Strong moral compass, rooted in Biblical principles
- Ability to multi-task
- Ability to solve problems
- Knowledge of and ability to abide by workplace safety procedures
- Excellent hygiene and willingness to comply with the dress code
- Experience using computers and office applications
- Self-motivated
- Well-organized
- Desires to grow and be challenged
- Responsible

MORE LEGAL STUFF

FLSA Status: Exempt

Department: Guest Services

Reports to: Guest Services Manager

Physical Demands:

- 100% - Stands and walks long distances across camp during entire shift
- 90% - Verbally communicates with campers, staff and parents
- 75% - Reaches, bends and stoops to retrieve items or participate in camp activities
- 75% - Participates in all camp activities.
- 20% - Carries 50 lbs.
- 20% - Climbs ladders during activities and to reach top floor lodging
- Hazards may include, but are not limited to, slipping, tripping, environmental, and risks associated with working around and with equine activities.
- Frequent washing of hands.

EVEN MORE LEGAL STUFF!

(Limitations and Disclaimer)

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Continued employment remains on an "at-will" basis.