



SKY RANCH OPERATIONS AND RETAIL



WHAT YOU'LL GET TO DO

Operations Retail staff interact directly with campers and staff to ensure they have a warm, welcoming experience in the retail store. You'll also exemplify the attitudes and personal skills required of all Sky Ranch staff who interact with guests. 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 as part of the Operations Retail Team, you'll ensure fantastic interactions in the camp store. 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 treat all guests to a warm, personal, welcoming experience and ensure all retail procedures are carried out accurately and efficiently. Here's what that looks like:

- Learning and becoming proficient in the current point-of-sale system
- Following all retail policies and procedures
- Handling monetary transactions with accuracy
- Accurately completing daily deposits at the end of each shift, without substantial losses or overages.
- Producing food and beverage products so that they meet or exceed Sky Ranch standards
- Maintaining stock, cleanliness, and organization of all retail areas.
- Serving each guest with excellence, fulfilling all guest requests.
- Completing daily open and close lists satisfactorily, and timely.
- Creating and fostering productive relationships with other departments and keeping lines of communication open.

Spiritual Encouragement - You'll be responsible for contributing to an atmosphere 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.
- Exhibiting a Christ-like attitude and genuine concern for campers and other staff, displaying the qualities taught in Bible studies and devotionals.

Customer Service - You'll ensure that our campers and guests 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 guests 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 CPR, First Aid, and AED Certification. We'll provide this for you, too!

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
- 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 interact well with kids, peers, and adults
- Ability to participate in all camp activities
- Knowledge of and ability to abide by workplace safety procedures
- Excellent hygiene and willingness to comply with the dress code
- Familiar with and a competent user of point-of-sale (cash register) systems
- Humble
- Self-motivated
- Well-organized
- Responsible

MORE LEGAL STUFF

FLSA Status: Exempt

Department: Retail

Reports to: Retail 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.