

**Position:** Guest Services Animator  
**Department:** Operations  
**Report to:** Operations Manager

**The Guest Services Animator** personifies GCCRC's ministry of hospitality, bringing the mission of Gracefield Christian Camp and Retreat Centre to all guests, campers and staff. The Guest Services Animator is the front office representative of GCCRC--the person guests and guest groups check in and out with, and from whom guests receive site orientation and support throughout their stay. As part of the Operations team, responsibilities include ensuring a safe, clean environment into which all guests, campers and staff may receive a friendly welcome.

### **Roles, Responsibilities and Tasks:**

1. Communicate with the Office Administrator or Operations Manager in order to plan for the arrival and departure of guests and groups and facilitate meeting their needs.
2. Ensure that all guest spaces—lodges, campsites, picnic pavilion, Cabin Village—are clean, safe and set up ready to welcome guests.
3. Greet and welcome all guests, including unexpected walk-ins.
4. Orient guests and guest groups to rules and regulations of site and facility use: quiet hours, first aid station, lodge and campground etiquette, dining hall procedures, fire ban status; schedules for worship, beach, camp store *etc.*
5. Schedule group activities and communicate needs for staffing and equipment with relevant departments, e.g. supervised swimming at the beach, canoeing sessions, community campfires, barbecues, use of chapel, ropes course. When facilities might need to be shared with others, particularly children's or family camps, communicate with all involved.
6. Orient Dining Hall host, if available. Otherwise, assist Kitchen staff with dining hall set-up and clearance, including napkins, condiments, beverages, ensuring tables are wiped clean before and after meals; sweep as necessary. Take initiative in resolving potential issues that guests, campers or staff could encounter when using the camp's facilities.
7. Address any guest requests for equipment rentals or instruction.
8. Communicate with office administrator regarding invoices and any possible extra charges—equipment rentals, linen rentals or extra cleaning fees.
9. Check guests out at the end of their stay and request they complete a guest survey.
10. Carry a mobile short-wave radio in order to stay in touch with the admin office and Operations Manager.
11. When the admin office is closed, receive payments and provide written receipts. Secure any cash, cheques or credit card info received. Take booking requests and record pertinent information on "Reservation Form" worksheet. Hand all documents and money to the administrator when office reopens.

12. Keep Gracefield beautiful: care for plants, gardens and pianos; pick up any litter, tidy and sweep entrance to White Pine Lodge as necessary.
13. Operate the Camp Store "Tuck Shop." With the Managing Director/Operations Manager, create and maintain an inventory of sellable items. Set up and staff the store on weekends and some weekdays or as requested.
14. Assist housekeeping and maintenance staff with daily tasks, as necessary, to ensure kids camp, tent and trailer and retreat group areas are properly maintained and have access to all necessary supplies for proper operation.
15. Coordinate with Program Staff to schedule and supply cleaning products for cabin cleanup and daily chores. Ensure camp staff understand safe use and storage of cleaning supplies.
16. Attend relevant pre-camp staff training sessions.
17. Attend staff Bible studies on a regular basis when time permits.
18. Participate fully as a staff member and by word and deed encourage a faithful Christian witness.
19. Within reasonable limits, perform other camp duties as instructed by the Operations Manager.

**Gifts, Skills, Experiences, Qualities and Position Requirements:**

1. Experience in hotel and hospitality services or custodial and cleaning services.
2. Attention to detail, setting high standards of service, tidiness, safety and cleanliness.
3. Pleasant and open personality; ability to relate well to guests and campers of all ages.
4. An "All is possible" attitude: there are no problems, just issues to be resolved.
5. Well organized and able to perform under pressure.
6. Able to take detailed verbal instruction and follow through.
7. Able to work independently and as part of a team.
8. Stamina, endurance and ability to walk inner camp circuit several times a day.
9. Able to lift up to 20 kg unassisted.
10. Valid driver's license is an asset.
11. WHMIS training is an asset.

**Screening Procedure:** In accordance with the Leading with Care policy of The Presbyterian church in Canada, screening of adults involved in ministry with children and youth includes a reference check and a Police Records Check.

**Support, Supervision and Evaluation:** The Guest Services representative reports to the Operations Manager and serves in partnership with the Office Administrator, Housekeeping team and Maintenance team. Regular feedback and evaluation will be conducted frequently with a written assessment of performance at the end of the contract.

**Schedule and Commitment:** 9 weeks, June to August. This position is a 24 hour responsibility, with time off each day as negotiated with the Operations Manager. The Guest Services representative typically works daytime hours, but needs to be available when guest groups arrive and check out; weekend work can be expected. Staff receive one continuous 32 hour period off each week.