



Guest Services Assistant Manager

The Shack Retreat and Conference Center is a campus ministry of Grace Adventures Ministries. Grace Adventures Ministries is a religious organization that makes employment decisions on Bible based beliefs and practices. Because of the nature of our Christian program; Christian belief, character, and practice are essential requirements of employment positions.

SUMMARY OF POSITION:

This position will fulfill the overall ministry of The Shack Retreat and Conference Center and cast a vision to others. It will assist in developing and implementing all current and future program growth through guest services. This position ensures alignment with the ministry plan through the depth and breadth of the ministry of all guest experiences through the Shack Retreat and Conference Center as part of the program ministries. The position will be part of the guest services team at The Shack Retreat and Conference Center.

ASSUMPTIONS:

1. This person will understand and uphold the Grace Adventures philosophy of programming, hospitality, and guest services
2. This person will implement the overall guest experience
3. This person must have general knowledge of all operating activities
4. This person has attention to detail for administrative responsibilities but excellent communication skills in serving guests.
5. This position will be solution-focused and provide timely feedback for those we serve
6. This person will communicate (written and oral) the ministry of Grace to a larger audience than is currently served.
7. Ability to work and lead in a team-based environment
8. This position will help lead all part-time guest service and "front of house" food service staff as directed by the Guest Services Manager.

QUALIFICATIONS:

1. A testimony and lifestyle that gives evidence of a true experience of salvation by grace in Jesus Christ
2. An attitude of excellence in workmanship
3. Bachelor's Degree and five years experience in a related field
4. A caring and supportive attitude to the needs of staff, guests, and the goals of the organization
5. An ability to engage and energize staff, volunteers, and guests
6. Self-disciplined and self-motivated
7. Demonstrated ability to use various management software and Google Workspace, including Doc and Sheets
8. A desire to learn and develop new skills as well as the ability to try new things
9. Have the physical ability to travel and implement various program activities over a 141-acre campus. At times, lifting and carrying is part of the job.
10. Be flexible to change as the organization's greater needs and the fulfillment of its mission statement require performing any duties as assigned by the Guest Services Manager.

RESPONSIBLE TO:
The Guest Services
Manager

HOUSING:
Services may be
required 24 hours a
day for emergencies
and on-call requests.

TIME DISTRIBUTION:
Full-time: 35-40 hours
a week average -
including weekdays,
weekends, and
holidays both during
the day and evening
Part-time: 8-24 hours a
week average -
including weekdays,
weekends, and
holidays both during
the day and evening
Set yearly in the
operations budget

GENERAL RESPONSIBILITIES:

1. This position will help develop and implement all current and future programs
2. Ensure the emotional and physical safety of guests
3. Implement the inquiry to rebooking processes for both Standard and Partnership groups and individuals
4. Respond to any guest concerns, complaints, or incidents in a polite, timely, and responsive manner
5. Registrations
 - a. Data entry
 - b. Process and post payments
 - c. Send confirmation emails/letters
 - d. Serve as point person for questions
 - e. Check-out/Check-in guests
 - f. Coordinate special needs for guests, e.g., dietary, luggage
6. Coordinate guest counts with food service using set SOP's
7. Connect and build relationships with guests by ensuring that Jesus is the hero of the story and the guests are the center of attention.
8. Office operations
 - a. Answering phones and maintaining coverage even after business hours
 - b. Maintain the office/reception area in a clean, professional manner
 - c. Monitor email inbox -send and receive email communications
9. Ensure that all signs, advertising materials, and visitor information are properly displayed
10. Ensure that all level 1 program options are updated and available to guests
11. Ensure that all level 2 programming is implemented with groups using 5 Star service
12. Food Service
 - a. Leading and implementing front-the-house food service roles - Hosting and Waiting
 - b. Oversee and implement serving banana splits using other team members as necessary.
13. Provide verbal/written updates to the next shift regarding registration status, changes in guest numbers, special requests, etc.
14. Close the Front Desk and common areas of the Lodge
15. All other duties as assigned by the Guest Services Manager

AUTHORITY:

1. This person will have the authority to represent the mission and vision of Grace through all personal contacts, communication pieces, and telephone conversations
2. This person shall have the authority to make decisions as outlined by the Guest Services Manager and implement the 5 Star Service.
3. This person shall have the authority to manage their week to maximize the effectiveness of their areas of responsibility.

Grace Adventures is an At-Will employer, which is defined as: At the will of either the employee or the employer, termination can occur at any time. Common consideration is expected on either part consisting of a minimum two-week notice under normal circumstances

**The Shack, A Ministry of Grace Adventures,
is located on beautiful Robinson Lake in
White Cloud, Michigan.**



www.shackcountryinn.com



The Shack Retreat & Conference Center

