

PCCC Job Description

THIS FORM MUST BE COMPLETED FOR ALL STAFF

(Must be submitted to HR before first day of work)



Position: Guest Services Manager

Reports To: Executive Director

Date Revised: Dec 2019

FLSA Status: Exempt

POSITION SUMMARY

Responsible for overseeing all Guest Services staff in the operations of the office, guest groups and the Gift Store.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must take part in the fire evacuation plan for the specific area assigned.
- The employee must accept the lodging from PCCC as a condition of employment in order to carry out responsibilities as outlined in the fire evacuation plan. The employee would not be able to perform this service without the lodging.
- Ensures that the Guest Services team is effectively serving the needs of guests, including both anticipated and last minute requests as is feasible.
- Acts as a model of leadership and discipleship to the Guest Services staff by setting a Godly example of a moral, ethical and loving leader.
- Ensures that all guests are greeted, honored and satisfied.
- Reports concerns regarding safety of guests and staff, and also issues that may warrant discipline to the Executive Director.
- Effectively communicates all necessary information to the Guest Services staff as well as other department supervisors.
- Schedules, trains, and oversees all Guest Services and Gift Store staff.
- Works closely with the Retreat Coordinator in arranging group details to assure guest satisfaction.
- Coordinates with Gift Store lead regarding the running of the Gift Store and the purchasing of new Gift Store items.
- Ensures that the office has all necessary equipment and supplies while staying within the established budget.
- Assists and greets guests in the office and answers phone when needed.
- Responsible for the day to day operations of the office.
- Performs similar, job related duties and special projects as directed by the Executive Director.
- Keep regular, timely attendance while maintaining a clean, safe and unobstructed workplace.

* These duties are not exhaustive; with consideration of the job requirements and employee's skills, this job description may be amended at the discretion of the employee's immediate supervisor.

JOB SKILLS AND QUALIFICATIONS

- Demonstrates a personal relationship with God through Jesus Christ, exercising personal faith through consistent daily living in accordance to God's Word.
- Understands the mission of Palomar Christian Conference Center and is in agreement with its Statement of faith, and submits all other goals and desires to that main goal.
- Possesses excellent verbal and written communication skills.
- Possesses interpersonal skills such as are required to maintain positive relations with both staff and guests.
- Possesses excellent customer service skills and presents a professional appearance and demeanor.
- Possesses strong attention to detail and organization while managing multiple priorities.
- Is proficient in basic Microsoft applications (Windows, Office, etc.) and file management.

TYPICAL WORK SCHEDULE

- This position requires 40 hours per week, excluding summer months which could require additional hours.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel. All personnel may be required by their immediate supervisor to perform duties outside of their normal responsibilities.

I have read and received a copy of my job description. I understand this overrides any previous written or verbal communications I have received. I further understand that I am expected to follow my job as is outlined and if I have any questions concerning what is expected of me, I will speak with my immediate supervisor.

Print: _____

Sign: _____

Date: _____