

JOB DESCRIPTION

Guest Services Worker

(Summer Position)

The Guest Services Worker shall be responsible for 1) setting up and maintaining the commons areas of the camp/retreat center. 2) Assist in the cleaning and stocking of cabins and guest rooms of the camp/retreat center that are used by user groups and Highlands's campers. The Guest Services Worker shall be under the direct supervision of the Assistant Facilities Manager and shall report directly to him.

The Guest Services Worker shall:

1. Prepare/clean all dining halls, meeting spaces, public restrooms and commons areas to the standards of the camp as outlined by the Facilities Manager.
2. Prepare all necessary chairs, tables, and AV equipment in a timely fashion for use by campers or user groups.
3. To restock youth cabin cleaning supplies twice-a-week.
4. After every guest group change and check cabins for supplies, cleanliness, and safety equipment.
3. Request assistance when needed from within the maintenance department.
4. Report building conditions and repair needs to Assistant Facilities Manager.
5. Assist Assistant Facilities Manager with other maintenance as requested.
6. Assist in special events such as cookouts, and give support, as required for off site special activities and events.
7. Assist Facilities Manager in supervising work groups as assigned.

Requirements:

1. Have the physical ability to perform the duties listed above.
2. Have the ability to work with guest groups in a positive and helpful manner
3. Become knowledgeable with Highlands standards for cleaning and of procedures for cleaning and preparing all facilities.
4. Hold a valid drivers license and be insurable by Highlands Camp auto insurance.
5. Have a respect for property, tools, equipment and vehicles, and be willing to maintain them in good working condition as necessary.

RESPONSIBILITIES AND DUTIES COMMON TO ALL STAFF

1. To be a practicing Christian who seeks to follow Christ in her/his daily living and in interaction with other staff and guests (campers, parents, volunteer staff, user groups).
2. To be willing to place the needs of the camp and its campers above personal desires.
3. To exemplify a general attitude of helpfulness to all volunteer staff, campers, parents, user groups and other staff members.
4. To give assistance in any phase of the ongoing operation of the Camp when need warrants and when assigned by the Executive Director.
5. To exhibit an acceptance of all people no matter their race, religion, national origin, or gender, and to possess the ability to work with those with whom you may not fully agree.
6. To have the health and stamina to perform in a high altitude setting. To accept living in a somewhat isolated area.
7. To joyfully give 100% effort to my job, understanding that it is all encompassing, requires far more than 40 hours per week, and to remind myself that its rewards far outweigh any inconvenience it may cause me.

Benefits:

1. Salary
2. Room and Board
3. Accident Insurance (Workmen's Compensation)
4. Laundry Facilities
5. Staff Shirt
6. One day (24 hours) off per week