



Host Position Description

This position is a year-round, part-time, hourly, non-exempt position.

GENERAL RESPONSIBILITIES

1. Host retreat groups, ensuring the groups feel welcomed and comfortable. Be able to anticipate the needs of guests and staff, and to organize office tasks. Practice hospitality in all aspects of work.
2. Hosting duties include, but are not limited to:
 - a. Coordinating guest schedules with Director of Sales and Marketing.
 - b. Checking groups in and ensuring payment of invoices by the group.
 - c. Being available at the front desk and during meals for questions.
 - d. Hosting and supervising meal times including monitoring and cleaning breakfast/salad bar and beverage station. Host must be ServSafe certified.
 - e. Set-up late requests for equipment, tables and chairs.
 - f. Handling camp store sales.
 - g. Making daily deposits online, preparing cash deposits and reconciling the camp store cash box.
 - h. Checking groups out, picking up laundry, checking Retreat Center rooms, and securing the facility.
 - i. Giving tours.
 - j. Ensure dining rooms are cleaned after meals. This may include removing trash, vacuuming or cleaning floors.
 - k. Ensure Retreat Center bathrooms are in clean condition.
3. Answer Highlands Presbyterian Camp & Retreat Center telephone, take messages in writing, and respond to inquiries.
4. Respond to appropriately to emergency needs which may arise. Host must be First Aid and CPR qualified.
5. Prepare and distribute the staff meeting packets to department heads and others as needed.
6. Maintain the Highlands calendar
7. The Host is responsible for clerical support services for Highlands and Highlands staff. These include, but are not limited to: telephone inquiries, mail, correspondence and email, photo-copying, providing information packets, reports and statistics, filing, maintaining office supplies and arranging for equipment maintenance, and supervising volunteers as needed.
8. The Host is expected to serve as weekend host at least one weekend out of four; Weekend Host must be able to work up to three weekends per month
9. Weekday Hosting:

- a. Coordinate with the Weekend Host so that all weekend groups are provided excellent guest services.
- b. Communicate with the Weekend Host concerning calls, issues and inquires from the week through Mid-Week Notes.
- c. Prepare projects for the weekend host to work on over the weekend.

10. Weekend Hosting:

- a. Coordinate with the Mid-Week Host so that groups staying beyond Sunday are provided excellent guest services.
- b. Communicate with the Mid-Week Host and staff concerning calls, issues and inquires from the weekend through Weekend Notes

11. Complete tasks assigned by the Director of Sales and Marketing.

12. To give assistance in any phase of the ongoing operation of the organization when need warrants and when assigned by the Executive Director.

This position is supervised by the Director of Sales and Marketing.

QUALIFICATIONS

1. Ability to “multi-task,” handling a variety of inputs and responsibilities within a limited amount of time.
2. Computer literate. Programs currently used by the camp include: Camp Brain, Outlook Express, Microsoft Office (Word, Excel, Access, PowerPoint), and online accounting.
3. Detail oriented.
4. Accurate.
5. A professing Christian, preferably from, but not limited to, a Presbyterian or Reformed tradition.
6. Congenial, able to relate to others, having a servant’s heart (cf. Mark 9:35).
7. Must be able to lift 50 pounds.
8. Must have a valid driver’s license and clear driving record.
9. Able to see oneself as part of a team, a team-player.