



Job Description For: Extra On-Call Guest Host

A Ministry of The Salvation Army Northwest Division

SUPERVISOR:

Guest Services Manager.

SCHEDULE:

Extra on-call as needed.

OVERVIEW:

Hosting rental groups: This will include all logistic arrangements between camp and guest groups during their stay.

SPECIFIC DUTIES:

PRE-ARRIVAL CHECK LIST:

- Ensure readiness of all camp facilities for incoming rental groups.
- Make sure radios are charged.
- Make sure all water and power is on to buildings in use.
- Make sure heaters and thermostats are set.
- Turn on porch lights and check all other lights in cabins (replace if needed).
- Check toilet paper and paper towel supply in all buildings being used.
- Make sure all trashcans and wastebaskets have a liner.
- Have beverage counter ready, stocked and cleaned one half hour before arrival of the group.
- Have maps and registration area ready one hour before expected arrival.
- Orient retreat staff to policies and emergency procedures.
- Instruct retreat staff on use of radios or give them cell phone number you can be reached on. Also make sure the leader of the group knows the code for the gate to pass on to his group.
- Orient whole group at first meeting to camp policies and emergency procedures.

MEAL TIMES:

- Be in dining room 45 minutes before the start of meal to assist with table set-up.
- Re-supply and clean beverage counter.
- Check with the retreat staff at each meal to see if they need any assistance with anything.
- At first meal instruct group on dining room procedures.
- Assist in serving the meal as needed by the cook.
- Do dishes if no dishwashers are scheduled for the weekend.
- Check and clean public bathroom areas.
- Re-set meeting areas and check for cleanliness

TROUBLE SHOOTING:

- ALWAYS BE AVAILABLE and let the retreat staff know where you can be found.
- Check with the retreat staff periodically to see if they need any assistance with anything.
- Fix and repair problems in as timely a manner as possible. If you are unable to fix or make the necessary repairs, be sure to make sure you contact someone who can assist with the repair.
- Let the retreat staff know when a problem has been repaired or what action is being taken to address the problem
- Monitor the groups schedule for any special request items.
- Carry cordless phone and deliver any messages received for the group.
- At 11:00pm make rounds and turn lights off in areas not being used. If still in use remind the group of "last one out" policy.

CHECK-OUT PROTOCOL:

- Review and make recommendations to Guest Services Manager.
- Walk through cabins with retreat leader to assess any damage that may have occurred. Please be sure to leave a note for the Guest Services Manager if damages are found so that it can be added to their final billing.

CAMP CLOSE DOWN:

- Turn off all lights in lodging and lock all doors.
- Turn off lights and heaters in gym and all meeting rooms used by the group and lock up the building.
- Turn dining room lights off.
- Take any remaining trash to the dumpster.
- Check kitchen for cleanliness.
- Prepare and file a written debrief for each user group. Document problems or repairs arising from the weekend and submit to Operations Manager.
- Turn the lights off in the kitchen and lock it up.

MISCELLANEOUS DUTIES:

- Build a fire in campfire pit or fireside room.
- Shuttle coffee to meeting rooms.
- Locate sports equipment.
- Reset tables and chairs.
- Assist the Guest Services Coordinator in any other duties as requested in order to maintain a consistently high level of efficiency in the operation of the camp.

Be flexible and accommodating. Our ministry and reputation are based on providing consistent quality service. Do whatever you can, within reason, to make sure the weekend is a success for our guests.

PHYSICAL REQUIREMENTS:

1. Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis.
2. Ability to grasp, push, pull objects and reach overhead.
3. Ability to operate telephone.
4. Ability to operate a desktop or laptop computer.
5. Ability to lift up to 50 lbs.
6. Ability to access and produce information from a computer.
7. Ability to understand written information.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests as long as the accommodation needed is a reasonable and no undue hardship would result.

SPIRIT AND UNDERSTANDING:

By accepting employment with The Salvation Army, you acknowledge that The Salvation Army is a church, agree to do nothing to undermine its religious mission and acknowledge that your conduct must not conflict with or undermine the religious program of The Salvation Army Camp Arnold, or its religious and moral purposes. It is expected that all employees of Camp Arnold will conduct themselves in a manner likely to bring honor and glory to God, and credit and respect to The Salvation Army.

THE SALVATION ARMY MISSION STATEMENT:

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by love for God. Its mission is to preach the gospel of Jesus Christ and meet human needs in his name without discrimination.

CAMP ARNOLD MISSION STATEMENT:

Camp Arnold is a Christian camp owned and operated by The Salvation Army. Our mission is to use nature and the great outdoors as a setting to share the gospel of Jesus Christ, teach environmental awareness, encourage pro-social behavior and safely provide opportunity to every camper for fun and adventure.

Employee Signature: _____ Date: _____

Camp Administrator: _____ Date: _____