



ALPINE CAMP AND CONFERENCE CENTER

MINISTRY HOST

DATE REVISED: 1/1/2012

STATUS: SEASONAL OR PART-TIME

PURPOSE

To support and resourcefully guide the ministry efforts of Alpine's guest groups toward the fulfillment of Alpine's mission

ACCOUNTABILITY RELATIONSHIPS

Reports to Guest Relations Manager and works closely with Guest Relations Assistant; Food Service; Housekeeping and Facilities

GENERAL QUALIFICATIONS

- Must demonstrate a strong, maturing faith in Jesus Christ as Savior and Lord; the ability to confidently articulate that faith; and a willingness to serve the Church of Jesus Christ in a Christian camping environment.
- Must demonstrate or articulate an active interest, support, and belief in the major tenets of Evangelical Christianity and the Evangelical Covenant Church in particular.
- Must demonstrate speech and behavior consistently aligned with the Covenant Affirmations; along with Alpine's Identity Statements, Character Guide and Peacemaker's Pledge.
- Proven ability to work collaboratively with others, consistently putting the defined results of the team before personal preferences and desires.
- Demonstrated initiative, follow-through and ability to achieve agreed upon, timely results; evidencing healthy flexibility and self/time management.
- Able to productively work in an environment with frequent interruptions and occasional chaos.
- Proven willingness to follow directions of direct supervisor or his/her designee.
- Possessing the physical, mental, psychological and spiritual capacities to perform the duties, responsibilities and essential functions as outlined in written mutually agreed upon job descriptions and standards of performance.

SPECIFIC QUALIFICATIONS

- Must have some experience in and aptitude for basic computer software use and AV equipment set-up/use.
- Must be confident in addressing and creatively commanding the attention of both small and large groups.
- Excellent verbal and written communication skills are required.
- Must have experience in effective customer service.
- Must be able to say no to a request or action in a way that comes across as a yes.
- Must also be able to clearly state and firmly hold a group/guests to Alpine's behavior boundaries.
- Possesses a current San Bernardino County food handler's card.

GENERAL RESPONSIBILITIES

- Proactively participate in assigned (staff/management team) meetings, activities and outcomes
- Intentionally contribute to a healthy organizational culture aligned with Alpine's Identity Standards, Character Guide, Peacemaker's Pledge, etc.
- Proactively engage in increasingly effective two-way communication (sharing information, resources and feedback) within your department and, as needed, with all relevant departments regarding actions and resources required to achieve determined results
- Comply with all policies and practices as outlined in Alpine's Personnel Policy Handbook and other handbooks and manuals relevant to this position.
- Assist in developing and maintaining positive relationships with guest's groups on a systematic basis, before, during, and after their conference, so that a high retention rate is maintained or increased.
- Assists in hosting and honoring all guest's groups. Guest's satisfaction is the highest priority.
- Anticipates the needs of the guest groups ahead of time.
- Implement, maintain and support Alpine's safety and guest service standards.

- Commit to Alpine's Relation Covenant guidelines.
- Other duties as assigned by Alpine's executive leadership

SPECIFIC RESPONSIBILITIES

Food Service/General

- Perform various food service duties as assigned and as needs are observed.
- Be in the dining hall and other guest dining areas whenever guests are eating. Avoid using that time to do other tasks.

Prior to a Group's Arrival

- Thoroughly review Route Sheets, relevant notes, schedules and other paperwork provided by Guest Relations; seek clarification from relevant departments i.e. food service, facilities and housekeeping for any changes in schedule.
- Inspect, prepare and set up pre-requested A/V and recreation equipment.
- Assemble and place "welcome baskets" in appropriate speaker housing.
- Meeting Room set up: All meeting rooms are to be set up in advance of guest arrival according to guest specification(s).
- Prepare guest paperwork: tool box, housing keys, wristbands, review paperwork with leader and collect payment if offered by guest.

During a Group's Stay

- Welcome the guest group leaders and later, the group itself; clarify the groups schedule with what we have received prior to their arrival; explain the Welcome and Safety bullet points to the group at the earliest possible point in their schedule.
- Welcome groups to all meals and make relevant announcements at meals.
- Serve as front line eyes and ears in regard to housekeeping needs in both meeting rooms and lodging. Address housekeeping needs directly if feasible, call on Food Service (if related), Facilities or other staff when assistance is needed. Do not use other department staff as a crutch for assisting. Use as needed for relevant needs.
- For campfires, place the appropriate phone call, set up and light the fire, staying with the fire until the campfire event is over; thoroughly extinguish the fire, leaving the charred remains in the fire ring (never remove charred wood; burn it over time to ashes).
- If no Facilities Closer is on duty, at the end of the night, lock all of Redwood, each meeting room and turn off lights in restrooms.
- Tactfully, firmly and consistently enforce the neighborhood noise curfew.
- When all routine responsibilities are completed, move on to items on the Ministry Host "extra task list."

Prior to a Group's Departure

- Ensure that Food Service places feedback forms and pencils on dining tables during last meal. Process completed forms as directed.
- When feasible, walk through the group's housing and meeting rooms to inspect for damages, lost & found, etc. Record damages and bring a group leader through to witness and sign off on the damages. Return lost and found to the group leaders before they leave the grounds.
- Ask the group's key leaders for verbal feedback on specifics they may not have thought or chosen to write on the feedback forms.

After a Group's Departure

- Record all relevant observations, comments and concerns about and from the group on proper forms and place in the group's file.
- Complete and return all required and relevant paperwork to Guest Relations.
- Refresh all Welcome Baskets (remove old fruit, empty containers, replace non-perishable items, etc.).
- Retrieve and put away all scattered recreation equipment.

GENERAL ESSENTIAL FUNCTIONS

- Able to arrive consistently on time and prepared to work.
- Capable of ascending and descending stairs and ladders.
- Capable of lifting and carrying up to 50 pounds.
- Possesses a valid California driver's license and a clean driving record.
- Able to sit, stand and/or work in varied conditions for extended periods of time as needed.
- Able to clearly speak to and hear others both in person and through varied electronic communication devices.

SPECIFIC ESSENTIAL FUNCTIONS

- Consistent and authentic warm, friendly, positive and hospitable demeanor.
- Mental acuity and emotional intelligence needed for wise judgment of camper/guest satisfaction and for discernment-another's state of being- so as to determine how to most effectively, respectfully and hospitably proceed.
- Confident ability to direct and redirect another's actions to align with ministry purposes and Alpine policies.