

Guest Services

Classification: Full-Time (Exempt), health benefits reimbursement, housing dependent upon situation

Reports to: Executive Camp Director

Works with: All Departments

Summary: Responsible for providing quality guest service as it pertains to checking in/out of guests; PBX operations to include mail/message service; taking reservations; and services in a gracious and professional manner. Demand accuracy with daily accounting procedures.

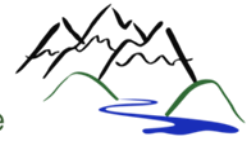
QUALIFICATIONS:

- High School diploma
- Evidence of leadership ability and teamwork.
- Organized
- Detail-oriented.
- Good communicator
- Able to multitask and prioritize the importance of tasks.
- Long-range planner
- Creative
- Makes good decisions under pressure.
- Able to be flexible and change specifics quickly.
- Annually affirm Golden Bell Camp's Statement of Faith
- College degree or equivalent experience
- Business background preferred
- Inter-Varsity Background preferred
- Ability to supervise, train and develop office staff
- Ability to prioritize and work on multiple objectives
- Ability to take charge of tasks and work independently
- Ability to develop office procedures
- Ability to work well with others
- Basic knowledge of Microsoft Word, Excel and Reservation System
- File alphabetically or chronologically
- Good written and verbal communications skills
- Good computer skills
- Flexibility work irregular and extended hours as required

ESSENTIAL JOB FUNCTIONS:

- Check-in and check-out guests in a confident, professional, and friendly manner
- Initiate courtesy follow-up after check-in to ensure guest is satisfied with accommodations as well as offer any assistance
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- Provide gracious and efficient telephone service as it relates to general PBX services. Calls should be answered promptly and knowledgeably, always ensuring complete and accurate information.

Golden Bell
A Mountaintop Experience



Mission Statement

**A mountaintop
experience
for all ages
encouraging
adventure,
relationships, and
a personal
encounter with
Christ.**

What is a "Mountaintop Experience?"

At Golden Bell, we believe a "Mountaintop Experience" is escaping the busyness and distractions of this world to draw closer to friends, family, and God. By providing camps and accommodations, we help encourage kids, teens, and adults to set aside the craziness of life and explore the beauty of the great outdoors. By challenging them in their faith, we help provide the greatest mountaintop experience - the experience of feeling God's Presence in a way like never before. We hope you will come and join us to see just what it means to have a "Mountaintop Experience."

- Review arrivals noting special requests and blocking rooms as necessary for VIP and group arrivals.
- Complete all items as listed on shift checklists.
- Verify data as it pertains to: 1. Guest name, 2. Guest address, 3. Rate, 4. Date of departure, 5. Number of guests, and 6. credit card processing
- Ensure proper credit card procedures are always followed to include credit card processing and guest signature on registration slip.
- Adhere to all cashiering procedures: to include the verification of all cash, credit card, and check transactions during a given shift.
- Advise guests of any messages, mail, faxes, etc. received for them.
- Communicate service and amenities to guests.
- Record and relay messages accurately, completely and legibly.
- Maintaining and updating files
- Keeping office supplies in inventory
- Assuring that guests insurance forms are completed.
- Assisting in registration
- Maintaining a reservation system-Create online registrations.
- Performing office functions to support own work and others' work as assigned.
- Working in partnership with the team as needed on specific.
- Participating in scheduled community activities and meetings

APPLICATION PROCESS:

To be considered for this position, a complete application packet must be received. Complete application packet will include the following:

- Application form
- Resume
- Responses to Golden Bell's Statement of Faith form
- Two reference letters from professional associates
- Letter of reference from current pastor

Drop off, send, fax or email a complete application packet to:

Golden Bell Camp & Conference Center
 380 County Road 512
 Divide, CO 80814
 Phone: 719-687-9561
 Fax: 719-687-5400
 Email: Denise.Bundenthal@goldenbellcamp.org

INITIAL ASSESSMENT STAGE:

Every new hire will be given an initial assessment period that will last their first 60 days of employment. During this time the employee and employer can assess if the position is a good fit for them. When the employee has completed their first 30 days of employment a meeting will be scheduled to discuss and evaluate their progress.

RELIGIOUS DISCRIMINATION NOTICE:

It is the policy of Golden Bell Camp & Conference Center to recruit and only hire applicants who have made a personal commitment to Jesus Christ and accepted Him as their Lord and Savior, as indicated on and consistent

with our Statement of Faith and General Application form. Because of our religious formation and purpose, Golden Bell camp & Conference Center has an organizational exemption from the prohibitions contained in Title VII of the Civil Rights Act of 1964, as amended, concerning religious discrimination in employment. We further reserve the right to discriminate or designate certain positions when a bona fide occupational qualification exists.