



Job Description

Job Title:

Hospitality Coordinator

Reports to:

Managing Director

Purpose Statement:

The purpose of the Hospitality Coordinator is to work as an advocate for both guests and staff in order to maximize the experience of the guest and the effectiveness of Tejas as a ministry. This person will serve alongside the Tejas team in fulfilling the Tejas mission of Setting the Stage for Jesus to Transform Lives. This is accomplished by exemplifying our core values: People, Service, and Adventure.

Responsibilities:

- General Guest Services Responsibilities
 - Maintain a mastery-level understanding of all necessary software programs that are used as part of our guests service experience: CampBrain, JotForm, Grasshopper, Google Drive, Checkfront, Constant Contact, etc.
 - Communicate with group leaders prior to arrival and during events
 - Answer host phone on weekends and respond accordingly
 - Collaborate with the Booking Coordinator for weekly guest group leader hand-off
 - Assist group leaders with paperwork, questions, and information regarding their stay
 - Assist in the preparation of facilities for groups
 - Assist with the cleaning of facilities after groups leave
 - Communicate all guest needs with other departments
 - Assist Booking Coordinator with paperwork and invoicing as needed
- Hosting Responsibilities
 - Act as weekend team leader with all departments and guests needs
 - Collaborate with other Guest Service staff and interns to complete weekly prep
 - Ensure all conference rooms and accommodations have been properly prepared
 - Anticipate and recognize guests needs and act on them accordingly
 - Assist all other departments as needed
 - Serve with other Hosts as primary group contact for each guest group
 - Serve at camp meals
- Training & Oversight Responsibilities
 - Obtain/maintain Lifeguard Instructor certification for instructional purposes
 - Obtain/maintain a Level 1 Challenge Course certification in order to assist in operating and providing oversight to our adventure elements
 - Ensure the consistency of on-boarding new interns from year to year
 - Oversee the completion of weekly tasks by all guest service interns
 - Ensure the accuracy of information in CampBrain
 - Ensure JotForm has been sent and enter information into CampBrain once received
 - Resolve any group scheduling conflicts
 - Manage/organize all Lost & Found using our Chargerback software
 - Collaborate with Tejas Interns and Weekend Warriors to facilitate all weekend activities

Qualifications:

- A Bachelor's degree, or equivalent
- Previous camp experience preferred
- Demonstrate a thorough knowledge and effective involvement in ministry
- Be flexible and respond in grace when unforeseen situations require your assistance
- Maintain short accounts with all guests and staff
- Demonstrate a desire to grow spiritually and professionally
- Demonstrate an understanding of hospitality and guest experience
- Demonstrate actions and understanding of spiritual maturity