

Woodcrest Retreat

225 Woodcrest Dr. Ephrata, Pa. 17522

Job Title: Receptionist/Reservationist

Part-Time, Hourly Wage

Job Overview: The ideal candidate for this position will be a friendly, detail-oriented individual proficient in guest relations and efficient in organization and computer skills. The primary responsibility is Guest Services: maintaining all campground and guest group reservations, managing the reservation schedule, greeting all guests entering the office, as well as handling phone calls and e-mails.

Qualifications and Education Requirements:

- Committed Christian, active in their church, and growing in faith
- Belief in mission & purpose of Woodcrest Retreat.
- High school diploma or equivalency
- Microsoft Office Word, Outlook, and Excel
- Organizational skills, attention to detail and ability to multi-task
- Ability to professionally and pleasantly interact with guests, friendly
- Self-motivated, creative, and service oriented
- Excellent, communication, secretarial and phone skills

Essential Functions:

- Assist all guest groups with reservation details and payment processes
- Manage reservation schedule
- General understanding of handling finances in dealing with guest payments
- Ability to compose letters and emails
- Flexibility and ability to deal with a fast paced environment
(multiple phone lines, interruptions from guests, campers, staff, etc.)
- Demonstrate Woodcrest Retreat's 6 Core Values:
Christ-Centered, Teamwork, Integrity, Respect, Quality, and Safety

Schedule:

Part-time hourly position averaging 20 -25 hours per week for the year. During the summer months, hours will be higher than off-season.

Spring to Fall: (April through Sept.)

25– 35 hours

Monday, Wednesday and Friday - full days

Tuesdays - ½ day mornings

(There may be some flexibility in these hours)

Friday evenings: Every other week

An occasional Saturday or Sunday

Fall to Spring: (Oct – April)

Off-season may decrease to 10 -15 hr per week. Each week's schedule will be somewhat flexible to accommodate the workload of each week. The employee will have the ability to flex hours during these months. Normally Monday, Wed., Fri. - ½ days