

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

Friday evenings: Every other week

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.

Monday, Wed., Fri. - ½ days minimum

Receptionist/Reservationist

Job Description: This position will require a friendly, detail-oriented individual proficient in guest relations and efficient in organizational and computer skills.

Responsibilities:

Receptionist

- Answer phones
- Respond to emails
- Greet guests, staff, and volunteers entering office
- Give retreat tours for potential guests

Reservations

- Manage reservation schedule by keeping reservations current and up-to-date
- Learn guest group needs and assist them with reservation details
- Handle all guest relations correspondence which will include periodic contact with guests as their retreat approaches (45 days, 14 days, prior to arrival and courtesy follow-up call on their weekend and rebooking)
- Block out facilities needed for Woodcrest camp/retreat programs
- Schedule reservations and complete Guest Group Contracts for the following:
 - Campsite rentals – individual and group
 - Cabins/Bunkhouses
 - Pavilion Rentals
 - Indian Rock Center
 - Day use of activities (challenge course, pool parties)
- Complete invoices, file, and manage rental/guest group paperwork
- Inform staff of facility reservations for the week

Office Assistant

- Receive retreat e-mails and respond accordingly
- Maintain data base names and addresses (including assisting summer camp reservationist as needed)
- Prepare and process all bulk mailings with the help of volunteers
- Update price brochures
- Track facility use and do filing
- Order office supplies
- Provide office support for all programs and fundraising
- Clean the office weekly/spring deep clean

Summer Camp

- Help with Monday morning day camp registration
- Prepare labels for pictures, snack bar money envelopes, note cards
- Implement “lost and found” system in conjunction with S.C. Directors
- Clean up lost and found at end of summer

Promotion/Fund Raising

- Web site changes and updates as needed
- Assist with newsletter
- Assist with open house
- Improve promotional and retreat printed material
- Help with benefit auction donations/gift certificates/and booklet

Volunteer Recruitment

- Work with maintenance director to schedule work groups
- Maintain a current master volunteer list
- Schedule summer camp food donations and kitchen volunteers
- Send thank you notes to kitchen help
- Recruit help to stuff and/or label mailings
- Develop systematic ways to encourage, thank, and appreciate volunteers

Note: This job description is not intended to be an exhaustive list of all responsibilities, duties, and skills required. All employees may be required to perform duties outside of normal responsibilities in order to meet the needs of the ministry. (operating the camp store, housekeeping, assisting with waterslide)