

Woodcrest Retreat

225 Woodcrest Dr. Ephrata, Pa. 17522

Woodcrest Retreat is a NON-DEMONINATIONAL, CHRIST-CENTERED retreat, located in Northern Lancaster County.

Job Category: Receptionist/Reservations

Essential skills:

- Committed Christian, active in their church, and growing in faith
- Ability to pay close attention to details
- High level of organization
- Ability to professionally and pleasantly interact with guests, friendly
- Self-motivated, creative, and service oriented
- Excellent computer, phone and communication skills
- Ability to multi-task
- Supportive of Woodcrest Retreat's mission and purpose

Important skills:

- Efficient with the use of Microsoft Word, Excel, and Outlook
- Ability to be flexible and adapt to interruptions
- Ability to compose letters
- General understanding of finances in dealing the guest payments

“Bonus” skills

- Ability to layout/design brochures and other retreat materials
- Creatively promote our ministry to the community
- Familiarity with Quick Books

Hours expected

This is a part-time hourly position with flexible hours. During fall and winter weekly hours would be between 12-15 hours. During the spring and summer months, hours will increase to 20-30 hrs/week with some Friday evenings and occasional Saturdays or Sundays. During summer camp weeks this person should expect to be available during business hours on Mondays and Fridays.

Primary Responsibilities include but are not limited to:

Receptionist

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

Reservations

- Schedule reservations for the following:
 - Campsite rentals – individual and group
 - Cabins/Bunkhouses

- Pavilion Rentals
- Day use of activities (low ropes, flying squirrel, etc.)
- Keep reservations current and up to date
- Complete invoices, file, and manage rental/guest group paperwork
- Handle all guest relations correspondence which will include periodic contact with guests as their retreat gets closer (45 days, 14 days, prior to arrival) and courtesy follow-up call on their weekend and rebooking.
- Inform staff of reservations for the week
- Block out facilities needed for camp/retreat programs

Volunteer Recruitment

- Maintain key church contacts
- Inform individuals, S.S. classes, youth groups, churches, etc. of volunteer opportunities
- Recruit individuals and groups to accomplish mailings and selected program events
- Maintain a current master volunteer list

Office Assistant

- Receive retreat e-mails and respond accordingly
- Data entry (including summer camp reservations)
- Maintain the current mailing list
- Process bulk mailings with the help of volunteers
- Type letters as requested
- Track facility use
- Order office supplies
- Provide office support for all programs and fundraising
- Keep office clean and attractive

Summer Camp

- Help with Monday morning camp registration
- Help prepare labels for pictures, snack bar, note cards
- Schedule summer camp food donations and kitchen volunteers
- Send thank you notes to kitchen help
- Clean up lost and found end of summer

Promotion/Fund Raising

- Help with web site changes and updates
- Assist with newsletter
- Help with open house
- Help organize benefit auction donations/gift certificates

Other

- In the camping ministry, there are times when needs arise that are outside of the primary job focus. When, this happens, it will become part of the job description to fill the need as best as able. This could include operating the camp store, housekeeping, assisting with waterslide, or anything else that will support our team of employees.