



Job Posting

Guests Service Director (Full-Time)

Lakeside Christian Camp & Retreat Center is seeking a *Guest Services Director* who will combine successful professional experience with a desire to meaningfully impact the lives of children, families, and churches through the Gospel of Jesus Christ.

The *Guest Services Director* plays a critical role in the overall operation, growth, and impact of the Lakeside ministry. In order to do this, the *Guest Services Director* is responsible for four key outcomes:

- Booking retreats and coordinating guest services for Christian church and ministry retreats, while meeting annual guest satisfaction and ministry growth goals;
- Fostering the success of events by guiding retreat organizers through the planning and implementation process;
- Ensuring an excellent guest experience by providing high quality service, which meets or exceeds guest satisfaction goals;
- Coordinating dining services, facilities, and housekeeping functions to meet the needs of guest groups.

Other key responsibilities include:

- Actively following through on retreat inquiries and referrals;
- Prepare and track retreat group proposals, user agreements, set-up instructions, invoices, and guest satisfaction surveys;
- Ensure guest accommodations and meeting rooms are prepared for guest group arrival;
- Mentor and disciple staff in their relationship with Christ.

Qualifications for this position include:

- A commitment to Jesus Christ, as LORD & Savior; and full agreement with the Lakeside Affirmation of Faith;
- Highly organized, able to effectively prioritize and balance competing priorities/tasks, and attentive to details;
- Effective interpersonal skills, including verbal and written communication; creative problem solving; flexibility and conflict resolution; and, a positive and energetic personality;
- Ability to connect and adapt own style to all levels, such as various ethnic groups, group leadership, and youth campers;
- Proficient in Microsoft Office, web applications, and retreat and camp registration software;
- Hospitality or event planning experience preferred;
- Spanish or Portuguese fluency a plus.

Lakeside is a ministry of Converge Northeast, and is located in the beautiful Berkshire Hills of Western Massachusetts. For additional information or to be considered further please submit an updated resume to John Mead at director@lakesideonline.org. (No phone calls please).

Lakeside Christian Camp is both an equal-opportunity employer and a faith-based religious organization. We conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise-qualified individual. The status of Lakeside Christian Camp as an equal-opportunity employer does not prevent the organization from hiring staff based on their religious beliefs so that all staff share the same religious commitment which is central to our mission.

Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. 2000e 1(a)), Lakeside Christian Camp has the right to, and does, hire only candidates who agree with its affirmation of faith.