

# Camp of the Cross Ministries



Position Description: Hospitality Manager  
Position Classification: Salaried  
FLSA: Exempt  
Supervisor(s): Executive Director

**Position Summary:** Camp of the Cross Ministries is dedicated to creating transformative and inclusive experiences for youth and families through outdoor adventures, community building, and youth development programs. We are seeking a passionate and organized individual to join our team as a Hospitality Manager.

## **Primary Skills and Abilities:**

- Experience that reflects the ability host and lead retreat groups.
- Relate and communicate with participants of all ages.
- Problem-solving and decision-making skills.
- Willingness to work with all of God's people.
- Excellent communication and interpersonal abilities.
- Knowledge of health and safety regulations in hospitality.
- Passion for creating positive and memorable guest experiences.

## **Personal Qualifications:**

- Previous experience in hospitality management or a related field.
- Ability to relate to constituent congregations, their clergy, and synod, conference, and outdoor ministry staff of the ELCA (Evangelical Lutheran Church in American), LCMC (Lutheran Congregations in Mission for Christ) and the UCC (United Church of Christ).
- Strong personal faith and a theological commitment to learn and support a Lutheran and UCC theology or willing to learn about it.
- An active faith in Jesus Christ.
- Commitment to a servant leadership style and ability to work together with other staff as a team.
- Strong organizational and multitasking skills.

## **Primary Duties and Responsibilities:**

1. Guest Services:
  - a. Ensure a warm and welcoming environment for campers, staff, and visitors.
  - b. Coordinate check-in and check-out processes along with providing assistance and information as needed.
2. Accommodation Management:
  - a. Coordinate room assignments and work with the Facility Manager and Housekeeper to ensure cleanliness and readiness of accommodations.
3. Event Coordination:
  - a. Plan and execute hospitality aspects of events hosted at the camp.
  - b. Send out welcome letters to guests at least one week prior to event.
  - c. Collaborate with other departments to ensure seamless event experiences.
4. Dining Services:
  - a. Help in the kitchen as needed to set-up and clean-up for meals.
  - b. Ensure dining facilities are clean, organized, and adhere to health and safety standards.

- 5. Customer Relations:
  - a. Serve as a point of contact for guests, addressing inquiries and resolving concerns promptly and professionally.
  - b. Collect and analyze feedback to continuously improve hospitality services.
- 6. Collaboration:
  - a. Work closely with various camp departments to ensure alignment of hospitality services with overall camp goals.
  - b. Collaborate with the Outreach and Marketing Director to promote camp facilities for external bookings.

**Benefits:**

We offer a competitive salary, full health insurance, housing, retirement, and meals while working.

**How to Apply:**

Interested candidates should submit a resume, cover letter, and three references to [deaconjanie@campofthecross.com](mailto:deaconjanie@campofthecross.com) or by mail to: 1228A 47<sup>th</sup> Ave, NW Garrison, ND 58540 Attn: Deacon Janie by February 29, 2024. Please include "Hospitality Manager Application - Camp of the Cross Ministries" in the subject line.

Camp of the Cross Ministries is an equal opportunity employer. We encourage candidates from diverse backgrounds to apply.

Your signature indicates that you have reviewed the position description with your supervisor(s) and understand the duties and responsibilities of this position.

EMPLOYEE SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

SUPERVISORS SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_