



Guest Ministries Coordinator

PURPOSE: To fulfill Riverside's mission of "To know Jesus Christ and to make Christ known to all." The Guest Services Coordinator will work under the guidance of the Associate Director.

QUALIFICATIONS:

- A disciple of Jesus Christ.
- A leader who demonstrates a consistent life of integrity and humility. (1 Timothy 3:1-12, Titus 1:6-9)
- Committed to the Biblical design for ministry leaders to equip God's people to do His work. (Ephesians 4:11-13)
- Embraces Riverside's mission, core values, and statement of faith.
- Strong relational, verbal, and written communication skills.
- Camp ministry, congregational ministry experience, and/or experience in a hospitality-related position is preferred.
- Highly organized and capable of effectively coordinating with guest groups while also communicating their needs to the Riverside team.
- Certified as Food Protection Manager, or willing to become certified.

RETREAT COORDINATION:

- Lead our rental ministry by building relationships with existing ministry groups and proactively developing connections with other ministries that Riverside might gain the opportunity to serve.
- Ensuring that the needs of guest groups are adequately prepared for and met. Communicating with the Riverside team to ensure that lodging, food, and activity requirements are properly accommodated.
- Keeping the Riverside calendar updated with reservations and relevant details for team reference
- Providing tours to individuals or groups interested in seeing camp.
- Preparing contracts for guest groups, providing follow-up for contracts not returned, ensuring deposits are collected, and collaborating with the Office Coordinator to ensure proper invoicing is delivered and final payments received.
- Sending thank-you notes to guest groups and follow up with primary contacts to ensure their needs were met as expected.
- Serving as retreat host or delegating the host responsibilities if/when unavailable.

CAMP STORE:

- Ensure that the camp store (front and back) is attractive and in order at all times.
- Maintain familiarization with the Point-of-Sale system, update it with current merchandise, and ensure that POS equipment is properly stored and maintained. Be prepared to train others to

utilize the POS system and, as necessary, provide check-out assistance in-store for camps, events, and guest groups.

- Maintain a reasonable inventory of desirable apparel, novelty items, food, and beverages. Take a formal inventory of store contents annually for end-of-year budget needs.
- Research and make recommendations/proposals for new camp store items. Collaborate with the Associate Director regularly for stocking ideas, display needs, purchases, etc.
- Provide and set up merchandise for availability and sales in Riverside Coffeehouse throughout the year.
- During summer, ensure that the Riverside Pool is adequately stocked with food/beverages and that summer staff operating POS system are trained and supported.
- During the summer, ensure that Care Packages are prepared weekly before first day of camp.

RIVERSIDE COFFEEHOUSE:

- Maintains cleanliness and ensures that Mortvedt Hall (Riverside Coffeehouse) is sufficiently supplied with the necessary products for operation.
- Prepare for inspections by ensuring compliance with Iowa Food Code regulations. Respond quickly to any deficiencies by creating detailed correction plans and monitoring for ongoing improvement.
- Work with the Hospitality Coordinator to ensure that coffee and smoothie supplies are ordered and readily available. Address other Coffeehouse needs while providing vision and recommendations on how the Coffeehouse can continue to enhance Riverside's ministry.
- Ensure that Coffeehouse baristas are thoroughly trained throughout the year to prepare and serve quality drinks to campers and guests.
- Coordinate with the Program Team and guest groups for Coffeehouse requests during the non-summer season.
- Be available to serve as a barista in the Coffeehouse and schedule assistance when necessary.

GENERAL HOSPITALITY DUTIES:

- Provide assistance with the preparation (cleaning and set-up) of buildings for camp, retreats, and rental groups throughout the year.
- Provide hospitality support to our Hospitality Coordinator in the kitchen as needed/requested. This may eventually include leading the preparation and service of meals and providing supervision and direction to our hospitality team.
- When needed, provide administrative support in the office as requested. This may include but is not limited to answering phones, assisting with mailings, summer camp preparations, and other duties as may be needed.

COMPENSATION/COMMITMENT:

- This is a salaried, on-camp position. The position is full-time but hours and days worked may vary depending on season. The hours include multiple weekends.
- Monthly DAWG day (Day Along With God) September through May, one 24-48 silent retreat annually (in lieu of that month's DAWG day), and time set aside for mentor/discipler as part of the work week.
- Generous holiday paid time off in addition to two weeks of paid vacation, sick time.

- Health insurance is available through Riverside group plan (Blue Cross Blue Shield), family or individual, some cost to employee.
- Flexible Spending Account (FSA) benefit - set aside pre-tax dollars that helps pay for qualified medical and dependent care expenses.
- Employer match contribution of up to 3% into Thrivent IRA.
- Professional development and networking (conferences, regional gatherings) through Christian Camping and Conference Association.
- Housing available if needed. Reasonable rent is paid to camp via payroll deduction according to employee's preference (deducted once per month, every other week, etc.)

IF YOU HAVE QUESTIONS - please contact Cheri Schendel-Hennager, Associate Director at Ph. 515-733-5271 or at Cheri@RiversideLBC.org.

TO APPLY - Send cover letter and resume to Cheri Schendel-Hennager, Associate Director at Cheri@RiversideLBC.org.