



## POSITION DESCRIPTION

Position Title: Hospitality Manager

Revised: March 2023

Reports To: Executive Director

Housing: Off-Site

General Function: With general guidance from the Executive Director, the Hospitality Manager is responsible for the coordination and communication of Camp Gray guests year-round.

Requirements: The Hospitality Manager must bring to this position an appropriate background of education (Bachelor's Degree preferred) and experience in customer service and administrative duties. Must have the ability to relate to diverse groups of people from all social and economic segments of the community. To properly support and interpret the mission and values of Camp Gray, the incumbent must be a person of strong personal faith, and a practicing Roman Catholic.

The personality, attitude, and conduct of the Hospitality Manager is very important. This position will be most people's first interaction with Camp Gray. Prompt, cheerful communication and quality work is crucial. A person in this position must have excellent organization skills and be self-driven.

Principal Activities:

- Coordinate customer service for all of Camp's functions from summer camp to guest groups
- Answer incoming phone calls, respond to general email inquiries, and greet guests at the office
- Supervise and coordinate work for a team of 3-4 hospitality staff members who will host groups, help in the kitchen, and clean spaces
- Work collaboratively with guest groups to book spaces and walk groups through the leasing process
- Assure the readiness of Camp's facilities for guest groups prior to their arrival
- Manage data entry into Quickbooks, prepare bank deposits, and pay bills
- Process donations and prepare thank you letters for donors
- Work with camper families who need assistance in Camp's registration system
- Take stock of inventory of all cleaning supplies and replenish when needed

Hours:

- Summer: 8:00 am to 4:00 pm
- School Year: 9:00 am to 5:00 pm

Essential Functions:

- ♦ Living an active life of Catholic faith and virtue
- ♦ Ability to communicate procedures and regulations to staff and guest groups
- ♦ Ability, both visual and auditory, to identify safety hazards and monitor camper and staff behavior
- ♦ Physical mobility and strength to lift equipment, supplies, and furniture (40 lbs)
- ♦ Ability to communicate with and collaborate with staff, peers, and campers in providing leadership and instruction
- ♦ Ability to learn and work with various software platforms (i.e. Quickbooks, DocuSign, etc.)
- ♦ Ability to understand and communicate Camp Gray's spiritual vision