



A Free Methodist Ministry *Managed by Wabash Conference of the FMC
304 E. County Road 650 South, Clay City, IN 47841

Guest Services Coordinator

Reports To: Executive Director

Position Summary:

The Guest Services Coordinator provides exceptional hospitality and operational support to all who visit the camp and retreat center. This role supports both summer camp programs and year-round retreat groups by coordinating reservations, assisting with program and facility needs, and ensuring a safe, welcoming, and Christ-centered environment.

Key Responsibilities

Hospitality & Guest Care

- Greet, assist, and serve as the primary point of contact for campers, families, and retreat groups.
- Create an atmosphere of warmth, safety, and Christian hospitality.
- Respond promptly to guest questions, concerns, and special needs.
- Ensure lodging, meeting spaces, and recreational areas are welcoming and well-prepared.

Reservations, Administration & Technology

- Manage inquiries, bookings, group contracts, and guest check-in/check-out.
- Coordinate facility use schedules for lodging, meeting spaces, and recreation areas.
- Maintain accurate records of attendance, payments, and follow-up communication.
- Use office and reservation software efficiently for scheduling, reporting, and communication.
- Assist with event registration, group coordination, and data entry as needed.

Program, Facility & Special Event Support

- Collaborate with program staff to assist with camper registration, orientation, and activity coordination.
- Support retreat leaders with setup/teardown of meeting spaces, recreational equipment, and dining hall needs.
- Assist with special events, including planning, logistics, and volunteer coordination.
- Communicate facility or maintenance concerns to the appropriate staff.

Deana Hayes
Executive Director

Adam Conder
WPC&RC Board Chair

Jen Finley
Superintendent

Mark Hurt
Business Manager

www.wabashparkcamp.org

Safety, Child Protection & Hygiene

- Follow all safety protocols, emergency procedures, and first-aid guidelines.
- Maintain a safe environment for children and guests in compliance with child protection policies.
- Model and enforce hygiene standards, including sanitation of facilities and adherence to health regulations.
- Respond calmly and efficiently to emergencies or unexpected situations.

Team Collaboration & Volunteer Support

- Partner with food service, housekeeping, maintenance, and program staff to ensure seamless guest experiences.
- Support and help train seasonal staff and volunteers in guest service standards and safety procedures.
- Participate in staff meetings and contribute to a healthy, mission-driven team environment.

Spiritual Expectations

- Model Christ-like hospitality, integrity, and servant leadership in all interactions.
- Support and uphold the mission, vision, and values of the camp and retreat center.
- Be willing to lead or participate in prayer, worship, and devotional times when appropriate.
- Maintain a lifestyle consistent with Christian faith and biblical principles.
- Encourage spiritual growth and reflection among campers, retreat guests, and staff.

Qualifications

- Strong interpersonal and communication skills with a heart for ministry.
- Ability to multitask, prioritize, and remain flexible in a fast-paced environment.
- Competence with office and reservation software, email communication, and data management.
- Knowledge of safety, child protection, and hygiene practices; first-aid certification preferred.
- Experience working with volunteers and supporting events.
- Previous hospitality, camp ministry, or customer service experience is beneficial.
- Willingness to work evenings, weekends, and during peak camp/retreat seasons.

Work Environment & Physical Requirements

- Work involves both indoor and outdoor settings in various weather conditions.
- Ability to walk across campgrounds, climb stairs, and carry supplies (up to 25 lbs.).
- Requires adaptability during busy weekends, retreats, and summer camp sessions.
- Must respond calmly and effectively in emergency situations.