



ROLE DESCRIPTION:

FRONT OFFICE TEAM MEMBER

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| Term: | Seasonal: Spring & Summer, 17 Weeks |
| Reports to: | Cathleen Miles, Front Office Manager |
| Enrollment Level: | CORE |

Role Description:

Serve guests by being knowledgeable and providing guests with necessary information. Answer all incoming calls, voicemails, emails and in-person inquiries. Assist guests with planning and booking reservations, as well as assisting with any payment issues, cancellations, reservation alterations or any other concerns. Update guest records as needed and prepare payment reports, cash logs and deposit books.

Accountabilities:

- Reception services – Front Desk staff are the first point of contact for MBC. They are involved in the welcome and greeting of our guests, check-in/out procedures, answering guest inquiries -- providing information regarding activities and events as well as accommodation and meals and other general inquiries. Staff serve the guests by ensuring their comfort during their stay and by being knowledgeable and linking guests to the appropriate departments as needed. Staff are responsible for answering all incoming calls, responding to voicemails, emails and in-person requests.
- Reservations – assisting customers with planning and booking reservations (accommodation/meals). Send out booking confirmations and process payments.
- Customer service support – for payment issues, cancellations, reservation alterations or other guest concerns
- Donations – receiving and processing donations – cash, cheque, online.
- Maintain records – responsible to update guest/donor information in database and various spreadsheets
- Prepare reports – daily payment reports, cash logs, deposit books, reservation attendance reports
- Compliance with:
 - All relevant government regulations
 - Staff Handbook policies and procedures
 - Occupational Health and Safety Policy
- Other Duties as required

Qualifications:

- Excellent customer service and communication skills – in person, on the phone and online. Enthusiastic and passionate about customer service
- Organization skills, Detail oriented and able to multitask
- Problem solving skills and ability to respond with patience in stressful situations
- Technological proficiency – Microsoft Office 365
- Thrive in a busy, team-centric environment.

Additional Requirements:

- Mature in Conduct; professional in communication, conduct and appearance.
- Problem Solver: Guest Focused.
- Fast learner who can work well under pressure.
- Able to liaison effectively with guests and program participants.
- A heart for influencing others to be passionate followers of Jesus Christ.
- Be a connected member of the MBC staff team, supporting all departments as team members, extending grace, and responding with respect.

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Working Conditions:

- Working in a Christian service ministry requires a high standard of personal integrity and lifestyle. Each staff member working at MBC will be expected to adhere to the Code of Conduct as described in the Staff Manual. All staff members are expected to share in the vision, mission and ministry of MBC regardless of their role or position.
- Weekend and evening work will be required from all staff.
- Physical Demands General office environment and physical working conditions. High stress conditions are likely to exist during peak program seasons.

Work hours:

- You can expect to work 5 days per week
- You can expect to work 8 hours per day
- You can expect to work 40 total hours (on average) per week.
- Early, late, split and weekend shifts should be expected.

Spring Crew Service Roles – SLT & CORE

During the Spring (May & June) all SLT and CORE Spring Crew staff will assist in other departments to help prepare MBC for the arrival of our summer guests. SLT & Core staff may be asked to do any or all of the following roles. Program staff will be given a minimum of one day a week to plan for the summer.

Maintenance/Building Projects: A major part of Muskoka Bible Centre's responsibilities is to maintain our God given property and facilities, ensuring readiness for the spring and summer seasons. Expect hard work and fulfillment as you prepare the grounds and facilities for ministry.

Housekeeping: Helping the Housekeeping department prepare for and clean up after retreat groups includes tasks such as cleaning guest accommodations, setting up meeting rooms, cleaning washrooms and taking out the trash! Housekeeping plays an integral role in the delivery of great ministry.

Food Services: Our kitchen will be hopping in May and June with retreat groups during this busy season. Many of the students will serve in the Dining Room and on the Dish Crew alongside our full-time food service staff. We are known for our food and our warm & hospitable Dining Room service.

Front Office and Campground Office: CORE staff hired for these positions will spend most of their spring crew work hours in their department.

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Outside of regular work hours, Spring Crew may be tasked with additional leadership opportunities. These may include organizing worship events, leading a small group, acting as Duty Manager for weekend groups, or similar tasks.