



ROLE DESCRIPTION:

CAMPGROUND OFFICE TEAM MEMBER

Term:	Seasonal: Spring and/or Summer
Reports to:	Sandy Symons, Campground Manager
Enrollment Level:	CORE / Frontline

Role Description:

Book campsites and meal reservations in the MBC reservation system including communication with families by phone and email. Generate and send out invoices. Greet visitors, and answer and direct any communication with guests promptly. Maintain and work to ensure office efficiency. Stocking and maintaining cleanliness of the Nibble Nook (camp store) as well as retail sales.

Accountabilities:

- Booking campsites and meal reservations in the MBC reservation system including communication with families by phone and email, generate and send out invoices
- Warmly greet visitors to our facility
- Answer phone calls and emails promptly, or direct to appropriate person.
- Maintain office efficiency
- Daily cash closing
- General office processes,
- Retail store procedures including stocking, cleaning and sales
- Gate Procedures
- Compliance with all relevant government regulations, the MBC Child and Youth Protection Policy and Staff Handbook policies and procedures

Qualifications:

- Thrive in a busy environment, quick to learn new tasks, be a self-starter, be able to complete tasks in a timely manner and be prepared to interact with guests to handle and solve customer service concerns.
- Experience using Microsoft Office, and good customer service skills.
- Friendly, welcoming.

Additional Requirements:

- Mature in Conduct; Professional in communication, conduct and appearance; Problem Solver; Guest Focused;
- Quick on feet, quick responding and can handle crises.
- Able to liaison effectively with guests and program participants;
- A heart for influencing youth & young adults to be passionate followers of Jesus Christ.
- Comply with the requirements of the Occupational Health and Safety Policy by being aware of your responsibilities and act accordingly; working in the safest possible manner,
- Maintain safe and clean facilities environment by developing, enforcing and complying with procedures, rules and regulations
- 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 like lifting and moving firewood. High stress conditions are likely to exist during peak seasons

Work hours:

- You can expect to work 5 days per week
- You can expect to work 7-9 hours per day
- You can expect to work 40 total hours (on average) per week.
- Early, late and split shifts should be expected.

Spring Crew Service Roles – LEAD & CORE

During the Spring (May & June) all Lead and CORE Spring Crew staff will assist in other departments to help prepare MBC for the arrival of our summer guests. Lead & Core staff may be asked to do any or all of the following roles. Program staff will be given scheduled work time to plan for summer activities under the leadership of their department heads.

- **Maintenance:** 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.
- **A/V:** CORE Staff will spend part of their time in their departments assisting retreat groups with A/V needs, and other hours will be in Maintenance/Dining Room/Housekeeping.
- **Recreation:** CORE Recreation staff will spend most of their spring crew work in their department preparing for the summer and assisting with retreat group needs.
- **Widjiitwin:** Lead staff hired for these positions will spend most of their spring crew work hours in their department.

Outside of regular work hours, Spring Crew may be tasked with additional opportunities to lead spiritual growth activities.