



## GUEST SERVICES ASSISTANT POSITION DESCRIPTION

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**Title:** Guest Services Assistant  
**Reports To:** Guest Services Director  
**Status:** Summer Seasonal (mid-May to mid-August; specific dates TBD)

### Job Brief

CranHill is looking for a Guest Services Assistant who assist with preparing for, serving, and following up with retreat groups and other guests.

### General Responsibilities

As a member of the Summer Ministry Team, the Guest Services Assistant serves and supports the programs and activities of CranHill in a biblical manner, with honesty, integrity, respect, and humility. All Staff are expected to conduct themselves in a Godly manner, seeking to cultivate Christ-like community and nurture spiritual growth, as well as participate and engage in the broader ministry to campers and families, beyond the specific duties of the position, according to the policies and procedures outlined in the Summer Staff Manual.

### Specific Responsibilities

- Assist in serving the needs of the Guest Services Director
- Assist with administrative needs, such as answering phones, greeting and registering guests, and more
- Assist in registering campers, campground guests, and cottage rentals, processing payments as necessary
- Assist in keeping the front office and breakroom in a presentable manner
- Manage the set-up and tear-down of facilities, including table/chair arrangements, audio/video equipment, etc
- Serve as the primary contact for guest groups during events, retreats, and camps, connecting with group leaders to ensure that all needs are being met
- Assist in other ministry areas, including activities, store, housekeeping, food service, and others
- Assist and lead various programs for Family Camp and guest groups
- Maintain equipment and supplies needed for guest services, including inventory, cleaning, repair, and replacement if necessary
- Participate in activities, programs, and worship services for Youth Camp, assisting as game leaders, musical worship, skits, sound/tech, camper supervision, and others
- Other duties as assigned

### Qualifications

- Strong, maturing faith in, and relationship with, Jesus Christ as Lord and Savior
- Passion for the mission of CranHill to transform lives into the image of Christ
- Teachable attitude and a willingness to learn
- Preferably 21 years old, but must be at least 18 years old
- Must have a current valid driver's license.
- Previous experience with phones and computers is preferred
- Ability to walk, sit, climb, kneel, crouch, stoop, and stand for extended periods of time
- Ability to push, pull, lift, and carry items up to 50 pounds

### Special Conditions

This is a residential position. Housing will be provided for the duration of the contract and most meals will be provided while camp is in session. Serving in Camp Ministry is a lifestyle role as we care for campers and guests needs at all times. This requires humble sacrifice and a heart of service.

### Applications

Applicants must complete the online application, which can be found at [www.cranhillranch.com/apply](http://www.cranhillranch.com/apply).