

Guest Services Supervisor

Salaried, Full-time, Benefits included

Job Description:

Lake Williamson Christian Center has been a trusted name in Christian Hospitality for over 60 years. Our focus is to host camps and events for up to 1,300 people for churches across the Midwest. Our Mission is to joyfully honor God by offering hospitality and facilities that exceed expectations where our guests can be restored, renewed, and reconnected to God.

We are looking to hire a Guest Services Supervisor to join our Christian oriented team. Before guests arrive, our Guest Services Team is responsible for setting up all meeting spaces to the specifications of our groups (which will require a high level of physical labor and lifting), ensure all spaces are clean, and will set up, operate, install, and troubleshoot Audio/Visual equipment. While our guests are on the grounds, our Guest Services Team is the main contact for the leadership of each group to talk with regarding anything they may need, problems they may be experiencing, and they will offer solutions in every situation. Our Guest Services Supervisor must be willing to work in all departments when needed, be willing to get their hands dirty, be organized, and to manage themselves and a small team well. The ideal candidate will offer stellar guest service, provide pleasant hospitality experiences to all guests, and be energized by working in a Christian team oriented environment.

If you want to serve in Christian ministry and have previous hospitality experience, we want to meet you!

Responsibilities:

- Set up, operate, install, and troubleshoot Audio/Visual equipment to ensure events run smoothly.
- Clean and set up meeting spaces for guests; this will require a high level of physical labor and lifting.
- Oversee check-in and check-out procedures, including financial transactions.
- Actively listen to and resolve complaints.
- Any and all other duties as assigned.

Job Qualifications/Skills:

- Computer experience and knowledge in Microsoft Office programs.
- Attention to detail.
- Ability to handle multiple tasks and cope with interruption.
- Communicate clearly to convey information to guests and/or coworkers.
- Strong human relation and interpersonal skills – ability to work harmoniously with different personality types.
- Excellent problem-solving and multitasking skills.
- Ability to work flexible hours, including nights and weekends.
- Must have a valid Driver's License.
- Must be able to lift/move 100lbs unaided.

Salary will be based on experience and qualifications.

Job Type: Full-time

Benefits:

- 401(k) matching
- Health insurance
- Life insurance
- Paid time off

Work Location: In person