



## **CONCIERGE COORDINATOR**

<b>LEADERSHIP LEVEL</b>	Program Team (Level 3)
<b>SUPERVISOR</b>	Assistant Program Director
<b>POSITION TYPE</b>	Paid 11 weeks @ minimum wage (40 hrs / week)

### **Position Overview**

Develop, organize, and implement a concierge program that equips staff to serve and engage families. Helping create an environment of service beyond expectation and incredible memory making events for children and families. Developing a staff culture of living out the gospel in the lives of the guests at Green Bay.

### **Responsibilities:**

- Provides spiritual leadership to all campers and summer staff.
- Models a Christ-like life and servanthood in relationships and attitudes towards campers, staff and camp responsibilities.
- Oversees staff concierge assignments to families in conjunction with the Info-Booth Coordinator.
- Gathers summer staff bios and pictures to create concierge write ups for family welcome packages
- Keeps lines of communication open with Info-Booth Coordinator
- Creates, organizes, and sets standards for the staff as we welcome and provide service for guests as they arrive.
- Equip staff to be able to answer questions guests may have.
- Hold staff accountable to concierge expectations.
- Creatively challenge and encourage the concierge team at staff meetings.
- Plan and prepare staff to celebrate birthdays/anniversaries of GB guests.
- Find creative ways to serve families.

- Responsible for developing Intentional Family Moments.
- Responsible for thank you mug program
- Responsible for organizing and hosting date night.
- Responsible for organizing and hosting adult Dinner
- Attends and participates in staff meetings.
- Serves as a concierge for the speaker and their family. Continually checking in with the speaker and helping in any way needed.
- Be flexible and available to assist in other areas of the camp that may need help.
- Communicates with the Program Manager and Lead Team to see what is needed within the area of concierge development and how the program can better serve the guests.
- Participates in the weekly campus deep clean at the end of each week of camp
- Serves as a cabin leader during kids camp and teen camp
- Must attend staff training prior to the start of summer camps.
- Follows safety guidelines set by Green Bay Bible Camp in all areas of camp.
- Be familiar with and adhere to the emergency procedures of GBBC.

### **Qualifications:**

- Must be a mature follower of Christ and actively pursuing a deepening relationship with God.
- Must exhibit a servant heart and positive attitude.
- Must be a minimum of 19 years of age.
- Has had a minimum of 1 year previous leadership.
- Passionate about Guest Services. Experience in the service industry is an asset.
- Flexible, energetic and positive attitude.
- Excellent communication skills.
- Punctual
- Excellent relational and interpersonal skills.
- Be able to develop and lead a team.
- Is committed to developing others and seeing them grow in their gifts and abilities.
- Is relational, approachable, and able to problem-solve.

### **Staff Core Values**

We value that we are part of God's work and there is a spiritual dimension to our job and responsibilities.

- a) We will commit to nurturing a personal relationship with the Lord.
- b) We will exemplify a positive and self-sacrificing attitude in fulfilling responsibilities.
- c) We will look for ways to be involved with promoting spiritual growth in fellow staff, volunteers and others using the camp.

We value that we are part of a team.

- a) We recognize that God has given each member different gifts and strengths. While each member has specific responsibilities, we look for ways to help each other and fill in the gaps where needed. Our goal is to help each other succeed.

We value an atmosphere where confidences are kept and there is a mutual respect for one another.

- a) We will value one another's opinions and perspectives even when there might be a disagreement.
- b) We will express ourselves even if one's view differs from that of other staff members and encourage and make it comfortable for others to do the same.
- c) We will refrain from talking about other staff members behind their backs.
- d) We will respect the confidentiality of information on sensitive issues.

*NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organization.*