

JAMESON CAMP

Guest Services Assistant job
description

Type: Part-time, year-round

Salary: \$20-25/hour

Supervisor: Guest Services Director

Possible On-site Housing

About Jameson Camp

Jameson Camp is an ACA accredited year-round camp and retreat center on a 132-acre site on the outskirts of Indianapolis. Our mission is to empower youth by removing barriers to healthy and vibrant experiences in nature. Jameson Camp, continuing a 96-year tradition of providing children with a safe, welcoming, and accepting space to flourish, offers traditional day and overnight summer camps, specialty camps, and year-round environmental and experiential education. The Jameson Camp campus is also available to schools, community groups, and nonprofits as a venue for meetings, events, retreats (including lodging and food service) throughout the year.

Job Description:

Guest Services Assistant (GSA) reports to the Guest Services Director and joins a vibrant team dedicated to the organization's mission. The GSA, as a key contact for our guest groups, will collaborate with other administrative, facilities, and program staff to promote a culture of excellence in customer service and hospitality for our stakeholders. In this role, they will coordinate with guests, vendors, and staff in all aspects of hosting and event operations. The expectation for the position is a highly flexible schedule to be present when guests are on-site (including weekends and evenings).

Guest Services Assistant will:

- Help maintain accurate rental records including calendar, contracts, invoices, damage reports, and payments.
- Help with set-up, hosting, and clean-up for events.
- Provide campus tours that highlight the value of our mission and facilities.
- Collaborate with Facilities & Maintenance to support campus stewardship.
- Prepare rental spaces and check guests in and out of facilities.
- Help coordinate with hospitality and housekeeping staff and contractors.
- Help support other departments including program, development, and maintenance.
- And other duties as assigned.

You will be successful in this role if you have:

- Ability to connect with a diverse constituency and demonstrate extraordinary skills in customer service.
- A "can do" attitude and are team oriented.
- Experience in hospitality and guest services.
- Strong verbal and written communication skills.
- Problem-solving abilities.
- Ability to manage multiple projects with high attention to detail.

Qualifications:

- College degree preferred but not required.
- Guest service and/or professional event planning experience preferred.
- Knowledge about hospitality, lodging, and food service a plus.
- Some facilities knowledge is a plus.
- Weekend and evening availability.
- Reliable transportation.
- Applicants must be able to lift up-to 60 pounds, weather the elements, and move comfortably around the campus with ease.
- Applicants must pass a criminal background check.

How to Apply:

Please submit a cover letter and resume to carolyn@jamesoncamp.org. Position will remain open until filled. Jameson Camp is committed to diversity, equity, and inclusion and is an equal opportunity employer.