

JAMESON CAMP

Guest Services Director Job Description

Type: Full-time

Salary: \$50-60K/year

Supervisor: Executive Director

Application Deadline: Position will remain open until filled

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:

The **Guest Services Director** (GSD) reports to the Executive Director and joins a vibrant team dedicated to the organization's mission. The GSD, as the primary 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).

As Guest Services Director will:

Help prospect for new guest groups and increase utilization of facilities and program offerings.

Maintain accurate rental records including calendar, contracts, invoices, damage reports, and payments.

Respond to guests and inquiries in a timely manner and maintain accurate communications records.

Help with set-up, hosting, and clean-up for events.

Build and maintain enriching community partnerships that further the Jameson Camp brand.

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.

Supervise hospitality and housekeeping staff and contractors.

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.

Experience managing staff and leading a team.

Strong verbal and written communication skills.

Problem-solving abilities.

Ability to manage multiple projects with high attention to detail.

Qualifications:

College degree preferred

Two-plus years of customer service and/or professional event planning experience required.

Knowledgeable about hospitality, lodging, and food service.

Weekend and evening availability.

Reliable transportation.

Applicants must pass a criminal background check.

Benefits:

Medical Insurance

403b Plan with Employer Safe Harbor Match

Group Life Insurance

Generous PTO

How to Apply:

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