

# Hospitality Coordinator Job Description

## **IDENTIFYING INFORMATION:**

Title: Hospitality Coordinator, Camp Ondessonk, Ozark, IL

Status: Part-Time Hourly, Year-round (about 26 hours per week)

Reports to: Program & Hospitality Director

Compensation: \$15.50 - \$17.50 per hour (20,956 – 23,660 per year)

Camp Ondessonk has proudly served summer campers since 1959 and outdoor education students since 1988. Ondessonk's 983 acres are adjacent to thousands more acres of the Shawnee National Forest. Our summer camp programs provide experiences that encourage young people to have fun, grow spiritually, make friends, gain self-confidence and self-esteem, and develop values. Camp Ondessonk offers programs to many different groups throughout the year. During the fall, winter, and spring we offer outdoor education programs to school and youth groups, teambuilding, high and low challenge courses, conference and retreat facilities, and a variety of specialty weekends, volunteer work weekends, and open houses. Camp Ondessonk is owned and operated by the Catholic Diocese of Belleville, IL and people of all faiths are welcome to enjoy Camp Ondessonk.

**Our Mission and Vision:** The Mission of Camp Ondessonk is to provide exceptional outdoor and spiritual adventures empowering kids of all ages. Our Vision, inspired by our Catholic tradition and commitment to the growth of people and faith, is to operate a world class camp in a spectacular natural environment, inspire leadership, self-confidence and lifelong learning, and promote stewardship and appreciation of God's gifts.

## **PRIMARY RESPONSIBILITIES:**

School Year- From August through May, the Hospitality Coordinator supports camp through:

- Serving as a liaison between guests, staff, and other administrators before groups arrive on site
- Coordinating the campground and lodging booking calendars based on reservations
- Assist in checking in guests during Friday afternoon and early evening of open camping weekends
- Conducting group surveys to evaluate strengths & improvements for the Ondessonk Team
- Managing Event and Retreat Rentals, as well as assist as the on-site contact team

Summer- From late May through the end of Summer Camp, the Hospitality Coordinator supports the Summer Camp program through:

- Providing sound leadership through check-ins and pre/post communication, for weekend programs, including but not limited to: Saturday Early Arrivals, and Layover Campers
- Organize and help facilitate Parent Webinars
- Assist in parent communication in preparation for their campers stay
- Assist in training staff on customer service and hospitality

## **SECONDARY RESPONSIBILITIES:**

- Assist in recruiting, hiring, training, supervising, and evaluating OE Instructors and Summer Camp Staff
- Assist in developing marketing materials and camp resources for guests
- Serve as a program facilitator and provide logistical support for staff and groups during busy times
- Serve as on-duty administrator during occasional nights and weekends
- Promotion and development of both the outdoor education and summer camp programs
- Other duties as assigned

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## QUALIFICATIONS AND REQUIREMENTS:

### Required:

- Minimum twenty-one (21) years of age
- Valid state driver's license
- First Aid/ CPR/ AED Certification prior to start date
- No less than 1 year of documented experience in hospitality services, registration/reservation management, programming outdoor education, or organized camping
- Positive attitude, professional demeanor, open mind, and a good heart
- Solid work ethic, sense of professional ownership, and strong organizational skills
- Flexibility, adaptability, and desire to foster a sense of community with the staff
- Strong communication, servant leadership, and customer service skills

### Preferred:

- Bachelor's degree or equivalent experience in recreation, hospitality, outdoor education, experiential education, environmental education, adventure education or related field
- Experience leading hikes, facilitating team building activities, ground-based initiatives, low and high challenge courses, canoe/kayaking, horseback riding
- Marketing and promotional background
- Certifications: Lifeguard, WFR, ACCT, AMGA, CHA, etc.
- Professional memberships in: AEE, ACA, WEA, ACCT, etc.

**Scope and Complexity:** The Hospitality Coordinator works and communicates regularly with the Program & Hospitality Director, Support Services Coordinator, Equestrian Director, Program Coordinator, Database Coordinator, Registrar, and Camp Ranger (Maintenance) to continuously evaluate the support needs of each area, exchange information, and receive & offer support. The Hospitality Coordinator is in direct contact with groups prior to their arrival and occasional on-site check-ins, as well as parents and campers during the summer. Duties will involve administrative, program booking, risk management, and public relations functions. The scope of this position directly affects the quality of experience of every visitor to Camp Ondessonk. As envisioned, this position is 20% field/program-based, 80% office/clerical-based.

**Physical Environment:** Rustic, wooded setting involving physical activity in the outdoors during all seasons of the year. Summers are hot and humid with the potential for strong thunderstorms. Daytime high temperatures are regularly in the 90s and often above 100 degrees. Winters are typically mild and wet with frequent ice storms, but it is not uncommon to see spells with lows below zero and many inches of snow. Spring and fall are usually pleasant with moderate temperatures.

**Benefits:** Sick time, vacation time, and PTO. Meals are provided when groups are on-site. Employment qualifies for numerous pro-deals on outdoor gear. Employees have access to Camp's 983 acres and adjacent Shawnee National Forest with many opportunities for hiking, backpacking, rock climbing, canoeing, among others. Full or partial compensation for conference attendance, certifications, and professional memberships.