



Job title: Summer Operations Ministry Team Member

FLSA Status: Non-Exempt

Department: Operations

Reports to: Respective Department Manager for shift

Indirect Report to: Assistant Director of Operations

The mission of Sandy Cove Ministries is to help people connect with God and each other in order to be transformed into the image of Christ, through His Word, His creation and community.

Position Summary: Adapt to changing guest/ministry needs by filling in various positions across Sandy Cove Ministries departments and positions (ex: Food Service, Front Desk Attendant, Housekeeper, Event Tech and Grounds Crew) *Note: Employees will be assigned to one of these areas as a “home base” but will be expected to be able to be assigned to the other areas as scheduling and guest needs dictate.*

Position Purpose: Provide an enjoyable and safe experience for Sandy Cove guests so that they can connect with God and each other by providing services in a variety of roles where most needed.

Role Qualifications:

- Personal relationship with Jesus Christ
- Able to take direction, accept task assignments and work through to completion with timeliness and accuracy
- Responsible, adaptable, and flexible in dealing with last minute changes
- Willingness to work weekdays, holidays and evenings and weekends as necessary
- Physically able to perform the essential job functions either with or without accommodation

Essential Job Functions/Responsibilities:

- Develop friendly and courteous rapport with all guests
- Perform all reasonable work requests from either direct manager or assigned department

-Food Service-

- Report to Supervisor for assignments and other pertinent updates
- Perform Wait Staff responsibilities including welcoming guests and providing basic directions, serving from food from the buffet line, refilling, maintaining, and clearing food and beverage lines, clearing and sanitizing tables and chairs, emptying trashcans, and vacuuming floors
- Perform Kitchen staff responsibilities including food preparation, stocking shelves, washing dishes, emptying trash, and sweeping and mopping floors
- Openly communicate questions or concerns to supervisor during shift

- Prepare drinks and deliver snacks for guest “snack breaks” and return dirty plates etc. to kitchen
- Assist all other positions in Dining Room & Kitchen to ensure the best meal experience for guests

-Front Desk Attendant-

- Courteously and professionally answers multi-line phone system and direct to appropriate person or department
- Promptly assist guests with reservations as necessary by entering necessary data into computer software
- Use Sandy Cove general knowledge to answer questions/concerns and problem solve as necessary (ex: rates, availability, upcoming events, directions)
- Welcome and provide efficient guest check-in and check-out

-Housekeeper-

- Professionally clean guest rooms, using proper sanitary procedures, by changing bed linens, scrubbing bathroom, restocking amenities, polishing furniture, restocking all amenities (brochures, towels, trash bags, cups, soaps, etc.) checking for lost items under beds and behind furniture, and vacuum room and hallway.
- Check for any maintenance issues and correctly report
- Assist with laundry as needed by sorting, washing, drying, and folding all linens used for guest rooms
- Assist with lobby duties as needed

-Event Tech-

- Set up conference rooms by accurately preparing room with all requested furnishings and equipment, (i.e. chairs, tables, staging, podium and more)
- Provide custodial maintenance of conference rooms by thoroughly cleaning, vacuuming, and refreshing each meeting room between uses.
- Perform conference room tidies by periodically cleaning and straightening of each conference room throughout its daily use
- Set up and break down common areas as needed for snack breaks, vendor displays, and other special uses
- Empty trash in common areas
- Monitor the condition of and immediately report any damages of Sandy Cove property to the Audio/Visual Manager or Banquet Manager
- Monitor and service water coolers to maintain ample supply of water for the number of guests in house
- Securing the premises as directed each evening and unlocking the premises as needed in the morning
- Work closely with Guest Services, Front Desk, Housekeeping and Food Service to insure seamless coverage of services for our guests

-Grounds Maintenance-

- Mow grass
- Operate weed trimmer
- Plant, weed and mulch shrubs and flower beds
- Prune and clean up shrubbery or trees
- Help repair damaged areas of turf or shrubbery
- Help maintain roadways
- Assist with trash collection and removal

Essential skills and experience:

- Ability to perform under stress and emergency situations
- Strong interpersonal skills
- Excellent verbal communication skills
- Excellent judgment and decision-making abilities

Reporting to this position: None

Physical demands of work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

■ *Physical demands:* While performing the duties of this job, the employee is required to stand, walk, sit, use hands, climb stairs, balance, stoop, kneel, see, talk or hear. The employee must be able to lift and/or move up to 50 pounds.

■ *Work environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal to moderate

General sign-off: The employee is expected to adhere to all company policies and to act as a role model for all other Sandy Cove Ministries' employees.

I have read and understand this explanation and job description.

Employee Signature: _____ Date: _____

Created: 2-2-21