



Job title: Kalbach Welcome Center Supervisor

Department: Program

Reports to: Manager of Program Ministries

Position Summary: Oversee the welcoming of guests at the Chesapeake Lodge KWC Desk and care for guests during their stay through answering incoming phone calls to Sandy Cove Ministries as well as answering any guest questions and assisting with special projects.

Essential skills and experience

- Personal relationship with Jesus Christ
- Customer Service Experience

Role Qualifications:

- Knowledge of and ability to use computers
- Strong inter-personal skills
- Ability to work with office team environment
- Basic mathematic aptitude
- Must be well-organized; proven ability and interest in multi-tasking
- Must be willing to have a flexible work schedule

Position Responsibilities:

- Prepare the KWC prior to the start of Sandy Cove's summer together program
- Provide necessary training to new staff members
- Prepare scheduling of KWC staff
- Represent Sandy Cove Ministries with professional hospitality
- Welcome guest at the KWC
- Assist with special projects

Nonessential skills and experience:

- Prior front desk attendant experience

Reporting to this position: Program Ministry Team Member(s) assigned

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 occasionally required to stand, walk, sit, use hands, climb stairs, balance, stoop, kneel, talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

■ *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.

General sign-off: The employee is expected to adhere to all company policies of Sandy Cove Ministries'

I have read and understand this explanation and job description.

Signature: _____ Date: _____