



Job title: Front Desk Attendant
Department: Guest Relations

FLSA status: Non-Exempt
Reports to: Guest Relations Manager

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: To serve Sandy Cove Ministries' guests with excellent guest service by providing a pleasant check-in experience and answering or directing any questions to the appropriate person or department.

General Purpose: To provide overall excellent guest service to Sandy Cove Ministries' guests and provide a warm & welcoming environment to meet their needs so that they can better connect with God and others and desire to return to SCM in the future.

Role Qualifications:

- Personal relationship with Jesus Christ
- Must be committed to the mission of Sandy Cove Ministries
- Prior customer service work experience

Essential Job Functions/Responsibilities:

- 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
- Serve guests at both the Front Desk in the Chesapeake Lodge and at the Camp Store in the Pioneer Campground
- Prepare for guest arrival by assembling standard welcome packets
- Prepare weekly rooming lists
- Prepare and refill coffee station items
- Post room charges to correct guest account in designated computer program
- Perform safety procedures as indicated in the Front Desk Training Manual
- Print daily, weekly or requested reports (ex: transaction, stay-over, departures)
- Perform all other reasonable duties as assigned by Guest Relations Manager

Essential skills and experience

- Excellent written and oral communication skills
- Strong organizational skills
- Self-motivated individual with problem solving skills
- Proven ability to determine guest needs and service accordingly

- Excellent telephone etiquette
- Strong typing and computer skills
- Ability to work in a fast paced environment and under pressure

Nonessential skills and experience:

- Preferred prior customer service experience

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 occasionally required to stand, walk, sit, use hands, talk and hear.

Work environment: While performing the duties of this job, the noise level in the work environment can range from minimal to moderate. Normal office environment.

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: _____

Created: 9-17-08

Revised: 10-1-23