



Job title: Kalbach Welcome Center Coordinator
Department: Program Ministry

FLSA Status: Non-Exempt
Reports to: Director of Program

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: Oversee the Kalbach Welcome Center (KWC) which is an information desk open during the 5 Summer Together Family Camp program weeks. It is the center for information and guest requests during those summer weeks. This position includes all of the duties of a KWC Attendant in addition to supervision.

Position Purpose: To ensure that the guests are served well through friendly interactions at the desk that provide accurate information and helpful assistance so that guests can connect with God and each other while here on vacation.

Role Qualifications:

- Personal relationship with Jesus Christ
- General knowledge of Sandy Cove
- Prior customer service experience

Essential Job Functions/Responsibilities:

- Trains employees in customer service practices and KWC daily operations and procedures in order to meet guest needs
- Supervises KWC Attendants during the work-day and praises/coaches as needed
- Answers guest questions about Sandy Cove events/activities or directions as required
- Complete revenue transactions for Food Service or Program Departments by processing payments (cash, check, credit card) in exchange for a service or item by using the cash register and credit card machine. Works with Accounting to handle all monies appropriately.
- Maintains sign-up lists and distributes tickets when needed for activities (sports, remaining QuikTiks, para-sailing, etc), services (life coach, family photograph), and meals (daily meals, weekly banquet), and provides information to appropriate department
- Provides first-aid supplies such as adhesive bandages and accident reports when there is an injury
- Oversees process for distributing wrist bands and filing activities waivers
- Oversees the packaging and availability of the Brown Bag Devotions each day
- Opens and closes KWC for the season
- Updates the KWC training manual to keep employees informed of department requirements, procedures and operations

- Organizes KWC during training week for summer operations by designing signs, sign-up sheets, tickets, etc. to provide information to guests and assist them with signing up for activities
- Handles complicated/difficult guest interactions that require a manager's approval/decision
- Creates and modifies weekly work schedule
- Collects and submits payroll bi-weekly
- Completes performance evaluation(s) and reviews with each employee at the end of the summer
- Perform any other reasonable task assigned

Essential skills and experience:

- Good Leadership ability
- Strong interpersonal skills, positive and patient
- Excellent customer service skills
- General knowledge of basic computers, writing, arithmetic and book-keeping
- Must be well-organized; proven ability to multi-task
- Strong ability to problem solve

Nonessential skills and experience:

- Prior KWC Attendant experience
- Previous experience as a supervisor or team leader

Reporting to this position: Kalbach Welcome Center Attendants

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, see, talk or hear. The employee must occasionally lift and/or move up to 25 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.

I have read and understand this explanation and job description.

Signature: _____

Date: _____

Created: 8-1-11

Revised: 11-27-2018