

Customer Service (Guest Services)

GUEST SERVICES MANAGER



JOB DESCRIPTION

The CAMP-of-the-WOODS Customer Service Team is responsible for always being present and able to help the summer members with problems that arise, answering their questions, shuttling them to meals and various locations, and other tasks regarding the care of our guests. Managers are responsible for communication between departments, as well as inter-department communication and crisis response.

REQUIREMENTS

The following are preferred or required:

- Must have a passion for representing Christ as an employee of COTW
- Must be at least 19 years old
- Must have the desire to grow as a professional and in your interpersonal skills
- Must have a servant's heart, keeping the needs of fellow team members and COTW members at the heart of your work
- Organizational and leadership skills are necessary

RESPONSIBILITIES

- Work a flexible schedule; have a good work ethic
- Be personable and outgoing with a variety of different people
- Be patient and empathetic when de-escalating situations
- Commit to the team culture where everyone is treated with honor, dignity, and respect.
- Have a problem-solving attitude; must be able to adapt to various problems
- Be a good listener; listen well to concerned or upset members in order to help them
- Be a team player who collaborates with your team and utilizes each other's strengths and weaknesses to maximize the care of COTW members