

New Generation Ministries

PROGRAMS & GUEST SERVICES MANAGER - Job Description

POSITION SUMMARY

The Programs and Guest Services Manager is primarily responsible for managing New Generation's camp programs and all procedures related to engaging rental groups. They are also required to assist in the booking process for Team Building groups.

REPORTING RELATIONSHIPS

The Programs and Guest Services Manager reports directly to the Managing Director and is part of the management team that also includes the Teambuilding Manager and the Site and Operations Manager.

QUALIFICATIONS

- Proficient in Microsoft Office Programs.
- Able to work independently as well as in a team.
- HAS excellent communication and customer service skills.
- Able to plan, implement and evaluate creative programs.
- ABLE to handle confidential information.
- Strong prioritization and organizational skills.
- An active and growing Christian.
- In agreement with New Generation's statement of faith and supportive of our vision and mission.

RESPONSIBILITIES

1. Carry out all activities related to booking a retreat, from initial call to final evaluation.

This also includes -

- Marketing our retreat services.
 - Building good rapport with our current and potential clients.
 - Generating invoices and following up on payments.
 - Hosting a group at the campsite where necessary.
2. Carry out activities related to running New Generation Camps . This includes -
 - Plan, implement and evaluate activities surrounding New Generation camps and retreats, producing relevant reports for each program.
 - Organize teams to plan camp themes, bible-studies, devotions and all recreational activities.
 - Recruit, train and evaluate camp staff.

- Procure all resources needed for camp activities.
 - Promote camps in all relevant markets.
 - Organize and oversee the registration process liaising with parents as necessary and organizing transportation for campers.
3. Assist in BOOKING GROUPS FOR TEAM Building Events. THIS INCLUDES RESPONDING TO QUERIES, WRITING INVOICES ETC.
 4. ASSIST IN TEAM BUILDING TRAINING SESSIONS as necessary and open to learning how to facilitate such events.
 5. Providing administrative support as necessary. This includes but is not limited to:
(i) Answering our phone. (ii) Printing and filing documents. (iii) Doing pick-ups and deliveries.

HOURS AND LOCATION OF WORK

Work hours will be 40 hours per week, Monday to Friday. It is understood, however, that some weekends will be needed as work days.

Work will be based out of your home as well as our campsite in St Ann.

REMUNERATION & BENEFITS

As New Generation is a non-profit charitable organization, it is not able to cover the full cost of remuneration. As such, team members are expected to raise their own financial support to supplement what the Ministry is able to offer. The remuneration package for this position will therefore consist of all sums raised individually, in addition to a monthly stipend (to be decided on engagement).

COMMENCEMENT DATE - September 1, 2022