

Job Title: Director of Guest Services & Ministry Relationships – Revised 4-30-2021
Organization: Miracle Camp and Retreat Center
Reports to: Executive Director
Team: Guest Services & Senior Leadership Team (GS, OPS, Program).

Position Summary:

The **Director of Guest Services & Ministry Relationships'** primary responsibilities and accountabilities are to lead and manage the Guest Services (churches/groups) ministry team at Miracle Camp and Retreat Center (MCRC). This leader will prospect, grow, and manage our relationships for the growth and sustainability of our Guest Group and Retreat ministry. Success in this position is directly tied to meeting established budgets and increase guest and camper numbers; meeting defined annual occupancy and sales goals while embodying our ministry brand and maintaining ethical standards of relationship building.

Principle Duties and Responsibilities

- Actively and intentionally engages with FEC and non-FEC partner churches (groups) on partnerships and “church/staff care” initiatives including relationship building, collaboration, innovation, training, youth and family programs, etc.
- Develops a prospecting “calling” schedule under the guidance of the Executive Director.
- Leads and manages the Guest Services team to ensure prospective guests are booked, contracted, served, and rebooked.
- Meets/greets potential customers onsite, gives tours, skillfully communicates the services we offer that will fulfill the mission of our guest groups.
- Sets face-to-face appointments with prospective and existing church customers and other potential target/large customers.
- Consistently utilizes our CRM and *Circuitree* tools in order to win, keep, and lift ministries towards partnerships.
- Works closely with Marketing and Program Teams to grow the ministry/business.
- Intentional engagement with churches/groups to develop long-term strategic partnerships (Consumers > Stakeholders > Partners > Strategic Partners).
- Tracks relationship and sales results and communicated progress on a weekly/monthly basis to the S.L.T. and Executive Director.
- Participates in fundraising and development efforts on behalf of Miracle Camp.
- Supports other MCRC ministry needs as directed.

Experience, Education, Skills and Abilities

- A strong personal faith in Jesus Christ. Able to sign the MCRC statement of faith and affirm it.
- Masters degree in related field desired. Related Bachelors degree required.
- Christian Camping / Retreat experience. Church staff experience desirable.
- Strong communication skills, positive interpersonal skills, out-going, articulate.
- Experience managing people, the camping and/or the hospitality industries, sales.
- Strong organizational skills, ability to delegate, recognize, hold staff accountable, set and complete annual goals.
- Proficient in Microsoft Office Products and Technology friendly.
- Willingness to work periodic weekends, late nights, long hours.
- Passion for learning.
- Self-Driven to continuously produce positive results.

- GRIT: Passion and Perseverance.

Compensation and Benefits

Compensation and benefits commensurate with Experience, Education and skill-set.
Full-time staff member. Senior Leadership Team (SLT) member.