**Greater New York Conference**

JOB DESCRIPTION

**TITLE:** Guest Services Secretary **APPLY BY:** May 30, 2025

**DEPARTMENT:** Greater New York Conference **REPORTS TO:** Camp Manager

**STATUS:** Seasonal **SCALE:** $16

**SUMMARY:** Provides secretarial support to the camp manager. Serves as public relations and guest services representative, performs clerical duties for reservations and billing. Serves as switchboard operator and desk clerk.

**Essential Duties and Responsibilities:**

1. Serves as customer service representative for Greater New York Conference providing prompt, excellent service in a friendly manner that meets and exceeds customer expectations.
2. Responds to customers courteously, quickly, and professionally.
3. Works with directors to actively fill vacancies by calling past groups to solicit business, maintains a waiting list etc.
4. Assists in creation and distribution of promotional material and information to keep constituents and clients updated on camp information.
5. Handles group inquiries and reservations and completes tasks associated with these functions in a timely, friendly, and professional manner.
6. Schedules facility tours for interested parties by appointment with the directors or self. Prepares tour cards for person giving the tour with information about the potential group.
7. Coordinates and completes timely communication with all groups pre and post visit, and relays all needs to camp staff for planning and set up purposes.
8. Arranges for and sets up group leader welcome package.
9. Processes group comments and concerns via cards, surveys, letters, and phone conversations etc., in a timely, appropriate manner and relays results to management.
10. Processes all group billings and prepares accounts receivable for deposit at the conference office.
11. Handles all lost and found.
12. Prepares and updates camp calendar listing upcoming guest groups and events, and distributes to all staff members.
13. Schedules, trains, and communicates updated camp information to desk clerks.
14. Serves as desk clerk on a regular basis.
15. Greets guests and group leader on arrival and assists desk clerk with group check in.
16. Serves as switchboard operator.
17. Communicates at least one month in advance with the janitorial service detailing lodging and meeting rooms used by groups along with the check-in and check-out dates and times.
18. Reviews janitorial service bill for accuracy and submits to director.
19. Maintains cleanliness of Town Hall office spaces including floors, windows, surfaces, and furniture.
20. Keeps track of mail meter balance and transfers funds as needed.
21. Maintains inventory of office supplies and purchase requests
22. Maintains an updated list of PSR phone numbers, extensions, addresses, and staff birthdays and anniversaries.
23. Successfully completes detailed task instructions as found in the guest services coordinator handbook.
24. Miscellaneous duties as assigned by the Executive Director.

**JOB SPECIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required as well as physical demands and work environment.

# EDUCATION AND/OR EXPERIENCE:

High school diploma or equivalent and a minimum of two years of secretarial experience.

**LANGUAGE SKILLS:**

Ability to read, analyze, interpret and generate correspondence. Must be able to read, write and speak English. Ability to speak Spanish is a plus. Must have the ability to clearly articulate and effectively communicate with a variety of customers under many different, situations, while maintaining a positive representation of the camp.

# MATHEMATICAL SKILLS:

Basic math skills such as addition, subtraction, multiplication, division, and percentages are required.

# REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

# OTHER SKILLS AND ABILITIES:

Computer literacy in programs such as Word, Excel, Access, Outlook , Publisher, Calendar Creator and the World Wide Web are necessary. Ability to work independently but as part of a larger team and maintain confidences. Must be organized, have the ability to deal with deadlines, and be able to keep track of multiple simultaneous projects. Willingness to learn and flexibility are required. Must possess excellent people skills and the ability to work with culturally and ethnically diverse groups.

# PHYSICAL DEMANDS AND WORK ENVIRONMENT:

While performing the duties of this job, the employee is regularly required to walk, stand, and use the hands to handle, finger, reach with hands and arms and talk to hear. Occasionally the employee must kneel. Successful performance requires specific vision abilities that include close vision. Work may be performed in either indoor or outdoor environments (mountain location with uneven terrain and varying weather conditions). In the office environment, the noise level is usually moderated.

Posted may 15, 2025