



POSITION: Hospitality Event Coordinator

FLSA STATUS:	Exempt
REPORTS TO:	Customer Service Manager
COMPANY:	Camp Horizons
OFFICE LOCATION:	Camp Horizons
CUSTOMERS:	Horizons Hospitality, Camp, OLC, Endless Horizons, Horizons Edge
UPDATED:	01/2022

Job Summary: Under the Direction of the Customer Service Manager candidate will be expected to coordinate and perform a wide range of duties including but not limited to: event hosting, dining services, groups and event support (set up and break-down), and various projects contributing to the successful operation of multiple Endless Horizons' properties. This position will primarily act as the Event Coordinator for Mountain Valley Meeting and Retreat Center, but may be assigned to other Horizons locations as needed. Work schedules will vary depending on business volume, weather, and time of year. Nights, weekends, and some holiday work is required.

Duties:

- Hosts groups that visit the various Endless Horizons location including seeing that all event set up is carried out prior to arrival, being present for checking the guests in and attending to their needs while on location and available by host phone for the duration of their stay.
- Participates in event set-up and breakdown at all Endless Horizons locations as assigned.
- Oversees and actively participates in dining room set up and breakdown for each event, serving breakfast lunch, and dinner for guests.
- Acts as client liaison for customer service needs.
- Ensures that all equipment such as, linens, skirting, tables and chairs, food service equipment, small wares etc. are cleaned, organized, and stored properly.
- Willing to support the different departments of Endless Horizons as scheduled.
- Oversees and actively participates in management approved front of house decoration for special events and holiday functions and makes sure that all decorations are properly packed away and sealed to avoid damage from pests, water, cold and heat following special events or holidays
- Maintains a positive work environment with all levels of the organization and guests.
- Effectively communicates with housekeeping and maintenance departments to ensure rooms are clean and maintained prior to guest arrival.
- Models appropriate behavior with guests at all Horizons venues at all times, including wearing appropriate attire, and honoring professional boundaries in the interactions with guests.
- Completes basic housekeeping in the common areas of the house to include hallways, stairwells, shared group spaces and general use bathrooms, particularly during a group stay to ensure facility is kept tidy and presentable.
- Support AirBnB groups via check ins, check outs, and being available on the host phone when needed.
- Assignment of off season projects that include housekeeping and detail cleaning of Mountain Valley.
- Other duties as required

Qualifications:

- Ability to work as part of a team and communicate clearly with Customer Service, Food and Beverage, and Housekeeping and Maintenance to best serve the needs of the guest.
- Ability to build rapport with guests and anticipates needs during their stay.
- Ability to work independently
- Successful completion of a background check

Experience:

- Previous hospitality and or guest service experience
- Food and Beverage Experience preferred
- Minor home repair/maintenance experience a plus; Example: Light bulb replacement, HVAC Filter Replacement, RO Water Filter Replacement, etc.

Certificates:

- Valid Driver's License

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required work in a kitchen facility. He or she may be required to sit or stand for hours at a time and carry loads exceeding 50 pounds, work on ladders, climb and descend stairs daily, and other projects which may require kneeling or crouching for long periods of time.

Work Environment:

The work environment characteristics demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is routinely working in temperatures ranging from 60-100 degrees Fahrenheit. The noise level can vary from moderate to loud. The employee is routinely exposed to a variety of weather conditions and will be required to work on varied terrain.

Other:

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions of this position in the stated work environment. This job description is not intended to be all-inclusive. Therefore, the employee may be requested to perform other reasonable related duties as assigned by the immediate supervisor and other management as requested. The company reserves the right to revise or change job duties as business requirements dictate. It is mutually agreed that the job description does not constitute a written or implied contract of employment. It is also understood that the company reserves the right to change work schedules as required, including increasing or decreasing overtime on an as needed basis.

Employee Acknowledgement:

I understand my key areas of responsibility, performance expectations, and work standards. I acknowledge that failure to perform to the expectations set forth in this position description may result in disciplinary action up to and including discharge.

Employee Name (Please Print) Date

Supervisor Signature Date

Employee Signature Date