



Cho-Yeh Camp & Conference Center, Inc. Job Description

Job Title: Associate Retreat Coordinator
Department: Guest Retreats
Reports To: Lead Guest Retreat Coordinator
Prepared Date: 2/4/19

Position Summary:

The Associate Retreat Coordinator works with the retreat department to provide Camp Cho-Yeh retreat guest with high quality, seamless experience, in fulfillment of Camp Cho-Yeh's mission. The Associate Retreat Coordinator will focus on mid-week groups in preparing for groups' arrival, managing groups' experience on site, and post-event follow up.

Essential Job Functions:

Event Coordination:

Pre-Arrival

- Work with guest group leaders to gather all necessary information about groups stay
- Schedule available resources to meet guest groups needs (staffing, A/V, recreation, etc.)
- Communicate guest group needs to all related departments

During Events:

- Troubleshoot logistical challenges and emergencies that arise
- Coordinate guest group evaluation process, invoicing, and rebooking
- Communicate changing needs to related departments
- Actively participate in group servicing as needed

Post Event:

- Write guest group thank you notes
- follow up with guest groups by phone to debrief experience for future events and to address any issues
- coordinate the rebooking process with a goal of creating long term ministry partners

Additional Areas of Focus:

- Receives training in multiple activity areas and leads these activities for guest groups
- Serves in on-call rotation for overnight coverage of guest needs
- Be an active member of leadership development classes
- Requires significant weekend and some holiday work.
- The ability to live on-site in shared camp housing

QUALIFICATIONS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong passion for Camp Cho-Yeh's mission coupled with the ability to identify/integrate into the culture.



- Strong spiritual life and devotion to Christ as well as experience sharing personal testimony in a variety of venues. Being vulnerable and open about personal faith journey. Ability to sign Camp Cho-Yeh's statement of faith.
- Strong office experience, with excellent computer and database skills
- Excellent people service and communication skills, with the ability to provide service and streamline processes without compromising the integrity of the department or Camp Cho-Yeh and its policies and procedures
- Able to work independently without a high need for supervision
- Demonstrated ability to cultivate healthy relationships, and to maintain strong ties.
- Offer gracious hospitality to a wide demographic that includes people of diverse ethnicity, religious affiliation, age, and lifestyles.
- Must be able to regularly work long and varied hours including weekends and some holidays.
- Must maintain a positive attitude and provide a positive environment for guest and campers.
- Must possess the ability to communicate and work with groups of all ages and skill levels in order to provide necessary instruction to guest and campers.
- Strong awareness and commitment to preventing, detecting, and responding to physical, emotional, or sexual abuse

EDUCATION and/or EXPERIENCE

Bachelor's degree or equivalent from four-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

TIME MANAGEMENT ABILITY

Ability to effectively manage own time and have great attention to detail. Ability to show initiative and function as a self-starter.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; reach with hands and arms; and talk or hear. The employee will regularly walk long distances. The employee must occasionally lift and/or



move up to 30 pounds. Specific vision abilities required by this job include close vision, and distance vision. In most cases, applicants should be able to meet lifeguard certification swim requirements as well as be able to work at height.



EMPLOYEE BENEFITS

- On-Camp Housing
- Meals Provided when guest groups are on camp
- 401k w/ 6% match
- Health Benefits and a Health Savings Account
- Paid Time Off
- Team building training
- High Ropes training
- Lifeguard training and certification
- First Aid and CPR training and certification
- Full access to the Waypoint Leadership Program which includes leadership curriculum, personal development classes, one on one professional coaching, community building, and outreach opportunities, with intentional and practical opportunity for spiritual growth.