

# JAMESON CAMP

## Guest Services and Operations Manager Job Description

**Type:** Full-time

**Salary:** \$40,000 - \$50,000/ year

**Supervisor:** Executive Director

**Application Deadline:** Position will remain open until filled

### **About Jameson Camp**

Jameson Camp is an ACA accredited year-round camp and retreat center on a 132-acre site on the outskirts of Indianapolis. Our mission is to empower youth by removing barriers to healthy and vibrant experiences in nature, including those living with social, emotional, developmental, and behavioral health challenges. Jameson Camp, continuing a 95-year tradition of providing children with a safe, welcoming, and accepting space to flourish, offers traditional day and overnight summer camps, specialty camps, year-round environmental education, and a summer camp for LGBTQ+ youth. The Jameson Camp campus is also available as a venue for meetings, events, retreats, and cabin rentals throughout the year.

### **Job Description**

The **Guest Services and Operations Manager (GSOM)** reports to the Executive Director and joins a vibrant team dedicated to the organization's mission. The GSOM, as the primary contact for our guest groups, will collaborate with other administrative, facilities, and program staff to promote a culture of excellence in customer service and hospitality for our stakeholders. In this role, they will coordinate with guests, vendors, and staff in all aspects of hosting and event operations. The expectation for the position is a flexible schedule to be present when guests are on-site (including weekends and evenings).

### **As manager of facilities rentals:**

- Maintain accurate rental records including calendar, contracts, damage reports, and payments.
- Respond to guests and inquiries in a timely manner and maintain accurate communications records.
- Help with set-up, hosting, and clean-up for events.
- Build and maintain enriching community partnerships that further the Jameson Camp vision.
- Provide campus tours that highlight the value of our mission and facilities.
- Collaborate with Facilities & Maintenance to support in campus stewardship.
- Prepare rental spaces and check guests in and out of facilities.
- Supervise housekeeping and food service staff and contractors.
- Interact with hospitality partners and third-party contractors.
- Order supplies as needed for operations.
- And other duties as assigned.

### **You will be successful in this role if you have:**

- Ability to connect with a diverse constituency of people and demonstrate extraordinary skills in customer service.
- A "can do" attitude and are team oriented.
- Experience in hospitality and guest services.
- Experience managing staff and leading a team.
- Strong verbal and written communication skills.

Problem-solving abilities.

Ability to manage multiple projects with high attention to detail.

**Qualifications:**

Two-plus years of customer service and/or professional event planning experience required.

Weekend and evening availability.

Reliable transportation.

**Benefits**

Medical insurance is provided.

**How to Apply:**

Please submit a cover letter and resume to [david@jamesoncamp.org](mailto:david@jamesoncamp.org). Position will remain open until filled. Jameson Camp is committed to diversity, equity, and inclusion and is an equal opportunity employer.