

Gull Lake Centre

J O B D E S C R I P T I O N

POSITION: Hospitality Manager

REPORTS TO: Executive Director

JOB SUMMARY:

Create the rental guest experience. Fulfill the vision of creating space for campers to connect with Christ through our hospitality. Fill Gull Lake Centre with revenue generating groups.

DUTIES:

Key Accountability:	Hospitality
Duty Statement:	Create the rental guest experience. Knowing that we have many Christian, non-Christian, and secular groups, respectfully create a space for guests to connect with Christ. Manage and shape the appearance, feel, and overall experience a rental guest has at Gull Lake Centre. Work with kitchen, maintenance, program, and administration teams to bring the vision of hospitality to life. Evaluate the quality of the guest experience through feedback, return rates, referrals, and observation.
Percentage of Time:	35%
Key Accountability:	Human Resources
Duty Statement:	Manage hospitality staff including hosts, caretakers, and program. Hire, train, equip, evaluate, encourage, and schedule. Build your team to fulfil the vision for hospitality at Gull Lake Centre.
Percentage of Time:	35%
Key Accountability:	Recruitment
Duty Statement:	Recruit new and returning groups to Gull Lake Centre. Investigate target users, create material with help from our design staff, use various ways to contact organizers including face to face meetings, direct mail, social media, promotions, etc.
Percentage of Time:	20%
Key Accountability:	Management Team
Duty Statement:	Collaborate with the ED and other managers to make Gull Lake Centre better. Assist the ED with HR management, administration, planning, and vision. Assist in the creation and fulfilment of the annual budget.
Percentage of Time:	10%

JOB QUALIFICATIONS:

1. Character:

- a. Must be actively following Christ and support the vision of Gull Lake Centre.
- b. Must be willing to follow Gull Lake Centre's Lifestyle Agreement
- c. A willingness to learn and grow.
- d. Must be able to work co-operatively on a team.
- e. Strong interpersonal skills and maturity.
- f. Must love serving others by creating a welcoming space.

2. Skills and Experience

- a. Demonstrated proficiency in management.
- b. Experience in management - a combination of 5 years of work experience and/or relevant education.
- c. Proficient in Microsoft Word and Excel.

Gull Lake Centre Lifestyle Agreement

Gull Lake Centre (GLC) is a Christian institution affiliated with the Canadian Baptists of Western Canada (CBWC) that is committed to the moral and spiritual values reflected in the bible and through Christ. It is important that all GLC leaders (paid staff, volunteers, board members, and Leadership Training and Discipleship (LTD) students) model and exemplify those moral and spiritual values. We desire that our leaders, as a result of their relationship with Jesus, and through the workings of the Holy Spirit, exhibit the Fruit of the Spirit as listed in the letter to the Galatians: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control.

The spiritual and emotional impact our leaders potentially have on campers is significant, therefore, it is imperative we uphold a moral life-style standard that aligns with the values of our churches and of Christ. The following behavioural statements, while not exhaustive, are designed to define appropriate behavior for any prospective leader. The practice or promotion of any of the following behaviours, on and off site and on and off duty, could result in removal from leadership at GLC.

Leaders will not:

1. Engage in any form of criminal activity;
2. Practice or promote sexual relationships outside of a biblically defined marriage of one man and one woman;
3. Engage in the use of pornography;
4. Abuse alcohol (drunkenness); Minors must abstain from alcohol. Alcohol is not permitted on GLC property with the exception of permanent staff's full time residences and the RV park.
5. Engage in illegal drug use or activity;
6. Abuse prescription drugs beyond their intended medicinal use;
7. Display aggressive, abusive, or bullying behavior;
8. Gossip, or display other excluding behaviors detrimental to the camp and leadership community;