



Job Description *We create experiences to proclaim the gospel.*

Date: January 30, 2020

Position Title: Guest Relations Clerk

Reports To: Guest Relations Manager

Job Status: Non-exempt, temporary full time

Job Summary: (Briefly describe the primary purpose of this job.)

Guest Relations Clerk serves our guests by organizing documents for summer camp and taking payments. It will also involve communicating with churches through email and phone.

Essential Job Functions. (List the job's most important functions including any supervisory duties. Number the functions and show how much time is estimated for each as a percentage of the total job.)

1. (40%) Data entry and analysis / Editing and proofing
2. (30%) Customer interaction on phone and email
3. (20%) Financial organization
4. (10%) Supporting the Crossings Central Office

Skills: Identify the job-related capabilities and actives required to perform this job well

1. Understands and implements exceptional service to guests and staff.
2. Team player who understands the importance of team and ability to work within a team.
3. Can think quickly in the moment and respond intelligently.
4. Is driven to succeed and has a get it done attitude.

Work Experience: Describe the type of previous job-related experience required.

1. 1 year in industry focused on customer service (preferred)
2. 1 year of camp experience (preferred)

Education: Check only the highest education degree required for this job.

High School Associate or Technical Bachelor Masters

Required Licenses or Certifications: None

Major area of study required: None

