

**Green Lake Conference Center (GLCC)
Guest Services Clerk (GS Clerk)
Position Description**

Green Lake Conference Center Mission

The comprehensive mission principle of GLCC is “to provide a special Christian environment of hospitality, equipping, renewal, networking and stewardship that helps people to discover God’s better version of themselves and their world.” Our motto is “for a closer walk with God”.

Green Lake Conference Center Values

Honoring God through selfless service
Working together to exceed expectations
We love Green Lake Conference Center
Always be humble and kind

General Requirements

- Understand GLCC’s mission, policies and procedures governing day to day operations.
- Ability to follow operating procedures that allow large numbers of people and transactions to flow smoothly and enables the ministry to grow.
- Outgoing “people person” with excellent verbal and written communication skills.
- Ability to work well as part of a team, as well as alone.
- Always be humble and kind towards all GLCC guests, staff, volunteers, and donors.

Specific Requirements

The GS Clerk provides an excellent check-in and check-out experience. The GS Clerk should answer guest questions or help seek resolutions to issues as they arrive, in a warm and professional manner. In other words, to make calling or coming to the front desk an experience our guests, groups leaders and staff look forward to.

Responsibilities

- Process various types of financial transactions and maintain accurate count of cash box.
- Handle guest requests and issues.
- Efficient and effective use of the property management system used for creating reservations, taken by phone, email, fax, or US mail.
- Review the contracts and/or summaries for the groups that are arriving and departing. Make sure keys and meal tickets are ready to go, when applicable.
- Work on incoming groups as assigned, making sure all reservations are entered in the property management system correctly according to their contract.
- Communicate with prior and following shift, any information regarding guests, other departments, or events that happened during shift.
- Communicate respectfully and effectively with guests, volunteers, all staff members, and donors.
- Perform other tasks and duties as assigned.

Education and Recommended Experience

- Proficient in Microsoft Word and Excel
- Able to learn computer property management systems.

The specific responsibilities of the GS Clerk may change as Green Lake’s ministry develops.

Job Class: part-time, hourly, non-exempt

Work Schedule: flexible work shifts may be required, including evenings, weekends and holidays

Physical Requirements: may need to stand for long periods of time