



July 13, 2025

POSITION: Director of Communications, Outreach, and Guest Services

PURPOSE: To oversee all aspects of communications, outreach, guest services, and administration of resource development. Primary areas of concentration include, but not limited to communicating with organizations, leaders, guests, and summer camp families. Coordinating events, retreats, maintaining the donor database, and performing as a host to retreat guests.

RESPONSIBLE TO: Executive Director

DUTIES:

- I. Articulate the mission, vision and values and serve as a representative of this ministry in all instances, in both word and deed.
- II. Collaborate and communicate with staff, board of directors, committees, vendors, and volunteers.
- III. Manage a robust communications plan for congregations, organizations, retreat groups, summer camp households, and non-profit mission partners.
- IV. Establish and maintain and outreach services by organizing operations and procedures:
 - o Create and facilitate collaboration offerings; secure the services of outside experts to support collaboration; coordinate the usage of facilities to maximize possibilities.
 - o Regularly survey rostered and congregational leaders searching for ways in which we can assist them in their particular ministry setting.
 - o Process registrations, ensure proper payment is been received, provide all registrants with appropriate supplemental event information, ensure all necessary documents of each participant have been received prior to the beginning of each event, provide information to each Event Coordinator or host as needed
- V. Collaborate with the staff to identify, prioritize, schedule rental groups and ensure outstanding service for guests. Perform as host for user groups during assigned events.
- VI. Maintain resource development services by organizing operations and procedures:
 - o Monitor the database to keep it accurate and up-to-date
 - o Maintain the operational files of all donors ensuring they are handled as described by our policies for collection, retention and/or disposal
 - o Assist in targeted fundraising events
- VII. Process group registrations when assigned as a host
 - o Coordinate the Group Rental Calendar



- Produce a contract for each desired reservation and deliver to the identified Contact Person with instructions on completing the reservation process
- Once all reservation documents (including deposit) have been received communicate with the Contact Person that the reservation is complete
- Serve as the Primary Contact to receive requests for special needs
- Ten (10) days prior to the group's arrival communicate with the Contact Person to
 - See if any additional needs have come to their attention
 - Determine the "best" head-count of anticipated participants, and if we are providing meals are there any special needs (vegetarian, food allergies, etc.)
 - Share this information with our Food Service Director or vendor
- One Week prior to the group's arrival share with the appropriate staff member the particular facilities and equipment needed
- In the week following the group's stay communicate with the Contact Person to determine the exact number of participants
- Provide the Contact Person with an accurate invoice and collect payment at check-in
- Maintain the files associated with each Group Rental

VII. Identify the target market for all programs, develop lists of potential users for programs, ensure that lists are complete and work with the staff to identify new programs and modify existing programs to fit new markets.

VIII. Contact all potential users to educate about the availability of appropriate programs, engage potential users to ensure program fit, write proposals for potential users, and negotiate pricing and terms for program usage within parameters set by the Executive Director.

IX. Build strong relationships with congregations, synods, education and outdoor adventure organizations, and sister camps with whom we serve.

X. Perform any other duties as assigned by the Executive Director

EXPECTATIONS:

- We are a Lutheran (ELCA) Outdoor Ministry, so the person will need to be able to work within this faith community and positively support our mission and uphold our policies as directed.
- We expect the person's personal behavior to reflect favorably on this ministry and on our work here.
- This will regularly require 40-60 hours per week. The level of work has some fluctuation with the spring and summer quarters being the heaviest.
- We will conduct a background check and contact references before entering into an Employment Agreement.