

# Job Description



**Position Title:** Guest Host  
**Department:** Guest Services  
**Reports Directly To:** Guest Host Event Coordinator  
**Reports Indirectly To:** Director of Sales  
**Directly Supervises:** N/A  
**Indirectly Supervises:**

**Location:** NorthBay, LLC  
**FLSA Status:** non-exempt  
**Grade:**  
**Job Code:**  
**Approved Date:** 5/11/2018

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**SUMMARY:** To serve as weekend & summer host for rental groups on a rotating basis. Daily opening and closing procedures, attend to the guests' needs, meals, adventure activities and program events. This individual will also be largely responsible for guest-oriented duties of the department and general care of the property.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following, other duties may be assigned.

- Act as a liaison between the property operation and the user groups of the facility. (Must be able to coordinate interdepartmentally with issues involving housing, snack bar, store, meals, adventure, waterfront, maintenance issues...etc.)
- Assist weekend/summer program directors with program needs and recreation equipment, (e.g., gym equipment, sound systems, program set-up.)
- Applicant must possess the ability to work with people and build trusting relationships even though those relationships may be transient in nature
- Assist in hospitality, recreation and program areas as needed, such as pools, game room, adventure activities and waterfront
- Must be trained to have a working knowledge of audio/visual equipment
- Conduct orientation trainings with kitchen work crews
- Respond, assist and coordinate camp response to emergencies
- Respond, assist and coordinate any facilities/grounds problems and/or emergencies
- Complete other tasks and projects as assigned by the Guest Services Coordinator

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Outstanding interpersonal communication skills
- Demonstrated ability to work independently and as a team member
- Experience working with volunteers desired
- A high comfort level in working closely with youth

**EDUCATION and/or EXPERIENCE:** High school diploma or GED equivalent minimum required.

**SUPERVISORY RESPONSIBILITIES:** None

**LANGUAGE SKILLS:**

Strong communication skills required, both verbal and written.

## **LICENSES, CERTIFICATES, REGISTRATIONS:**

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

The job functions of this position requires that you will be in the outdoors in all-weather including but not limited to rain, snow sleet, high wind, cold, heat, and may be exposed to biting and/or stinging insects to include but not limited to ticks, chiggers, mosquitoes, flies and bees. Extensive walking and standing is required of this position.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.