



“Service as Tall as our Trees”

6250 Bohemian Highway

Occidental, CA 95465

Phone: (707) 874-3507

ARCG is a 501(c)3 religious non-profit organization

Title: Guest Services Associate

Employment Status: Seasonal (up to 10 months), Part-Time, Full-Time, Onsite Housing Available

Team: Guest Services

Immediate Supervisor: Camp and Conference Director

Purpose Statement: To serve and provide exceptional hospitality to guests

Essential Duties

Fulfill consistent shifts at the Front Office/Gift Store Team:

- Greet and assist guests in the front office
- Answer phones and direct calls
- Open and/or close the office. Office hours are 6am-11pm.
- Communicate via radio to other departments
- Run gift store register, restock gift store, brew coffee
- Provide First Aid care to guests (First Aid/CPR/AED certification provided upon hire)
- Respond to guest injuries, facilitate 911 calls and report incidents
- Clean and maintain orderly office environment
- Other office duties and projects as assigned

Fulfill occasional shifts on the Accommodations Team:

- Cleaning of lodging rooms and bathrooms
- Set up of meeting rooms

Fulfill occasional shifts on the Program Team:

- Manage sessions of challenge courses (climbing walls, zip lines, giant swings) during peak program times (in-house belay and facilitation training provided upon hire)

Skills, Knowledge and Abilities

- Team player, willing to float departments based on needs of guests
- Flexibility in hours of shifts and days of week available
- Excellent communication skills, emphasis in the details
- Able to multi-task and handle frequent interruptions
- Able to perform under pressure, specifically in emergency situations

Requirements

- Must pass background check
- Must be in harmony with [ARCG statement of faith and code of conduct](#)
- Must have valid driver's license
- High school graduate or equivalent
- **Technology:** Competent in Microsoft Office, Microsoft Excel, Google Docs, Ability to type 50 WPM

Physical Demands:

- Must be able to lift a minimum of 50 lbs.
- Must be able to stand for extended periods of time