

Guest Services Coordinator Position Description:



Camp Henry Mission Statement:

To provide life changing experiences for all in a Christian environment

The Guest Services Coordinator reports to the Retreats and Hospitality Director and Associate Director.

Primary Responsibilities: The Guest Services Coordinator supports retreat booking and group hosting, the registration process for summer camp and family events, and helps our Retreats and Registration teams coordinate each step from inquiry through camp experience. Assists with a variety of administrative functions, including parent and guest communication via phone and email and greeting visitors. Helps support Camp Henry's communication and marketing efforts through our website, social media channels, video highlights, reports, promotional materials, and both internal and external communications.

The Guest Services Coordinator is a year-round, primarily administrative support role that plays a key part in creating welcoming, well-coordinated experiences. Serving as one of the primary faces and voices of Camp Henry at the front desk, this role warmly greets guests, campers, parents and families, and visitors and has a smile in their voice when communicating over the phone. The Guest Services Coordinator helps ensure that every interaction with Camp Henry is warm, organized, and responsive and helps maintain accurate records and assists with database management.

This position supports multiple departments and projects and is often the first point of contact for families, guests, and visitors. They provide consistent organization and hospitality while working within the rhythms of the camp environment.

The Guest Services Coordinator will work closely with the Retreats and Hospitality Director, Camp Registrar, Associate & Communications Director, Volunteer & Project Director, Program Director, Summer Program Director, Executive Director, Camp Administrator, and Food Service and Health Center Staff.

We have had growing summer camp enrollment at Camp Henry for several years in a row, serving a record number of campers, 2,248, in 2025. Our summer camp program for 2026 is already nearly sold out, with over 2,100 campers already registered. In addition, we serve close to an additional 10,000 year round retreat guests each year.

Camp Henry has experienced incredible growth and been very successful over the past several years. We have been able to invest over \$10.5 million to significantly enhance and expand our facilities at camp.

We are excited to welcome a new Guest Services Coordinator to join our year-round staff of 20 members.

Tasks and Areas of Responsibility:

1. Assist with the registration process from inquiry to camp completion follow-up for all summer campers and family event participants, while collaborating closely with fellow staff.

2. Assist with the booking process from inquiry to camp follow up for all guest groups, while collaborating closely with fellow staff, and help coordinate the experiences for year round groups.
3. Support in the process of communicating with all guest groups and camper families prior to their time at Camp Henry.
4. Be a positive and joyful presence when working in the hub of Camp Henry's offices. Warmly and enthusiastically greet campers, guests, and visitors when they arrive at camp.
5. Respond to all forms of communication in regards to summer camps, family events, and group retreats, providing outstanding customer service: email, phone, mail, website, social media.
6. Give guided camp tours to potential or booked retreat groups and summer campers.
7. On a rotating basis, serve as one of Camp Henry's hosts for weekday and weekend year-round guest groups, providing outstanding hospitality and guest service.
8. Build relationships with guest groups, summer camp, and family event participants.
9. Help coordinate and be present for camper arrival/check-in days, support Guest Services team with late check-ins or early pick ups of summer campers.
10. Support Camp Registrar with Camp Henry's scholarship program and assist campers and families with financial needs in being able to have a positive Camp Henry experience.
11. Be a point of contact for families for questions related to summer camp, family programs, and group retreats.
12. Maintain camp databases and registration events utilizing camp software.
13. Prepare and disseminate reports and information regarding campers and family guests (i.e. registration counts, cabin lists, health and dietary information), or guest groups, to the appropriate staff members.
14. Manage and monitor camper capacities and waitlists.
15. Process payments for camper and family, and guest retreat accounts and manage payment plans.
16. Work to identify and recruit new summer campers and guest groups.
17. Help prepare all staff members to anticipate and exceed guest and camper expectations.
18. Collaborate with additional staff members that assist with registration and retreats processes.
19. Record and communicate camper needs or unique requests to Program, Food Service, and Health Center staff - and ensure they are addressed in a timely and professional manner.
20. Help ensure that all American Camping Association and State of Michigan standards and policies are known by all staff members and followed.
21. Seek opportunities to expand Camp Henry programs aimed at serving our core audiences – summer campers, youth groups, retreat groups, school groups, sports teams, and family camps.
22. Help develop and create materials resources that can be utilized through Camp Henry's various internal and external communication channels, website, and social media.
23. Assist with communicating the needs of all groups to program, facilities, food service, and housekeeping staff members.
24. Exceed the expectations for existing groups while working to retain as many groups as possible.
25. Assist with Camp Store and Ice Cream shop operations and Store Accounts, including sales, inventory, and stocking.
26. Offer periodic support to the Camp Administrator across administrative, facilities, project and operational areas.
27. Support during annual fundraising events.

28. Help support the organization and ordering of office supplies.
29. Support Camp Henry's fund development efforts.
30. Support and foster Camp Henry's relationship with Westminster Presbyterian Church and its members.
31. Contribute in a positive way to the Camp Henry staff community.
32. Intermittently jump in to support camp programs and activities.
33. Other duties as assigned.

Qualifications:

- Previous experience in a camp, hospitality, administrative, customer service, or education setting (preferred but not required)
- High School Diploma or equivalent required; Associates or Bachelors Degree in Business Administration, Communications, or Hospitality Management (preferred but not required)
- Friendly, warm, approachable, flexible demeanor
- Team-oriented, collaborative, and supportive of staff and camp goals
- Self-motivated, proactive, and able to work independently
- Excellent customer service, interpersonal, and oral and written communication skills
- Strong problem solving skills to handle parent and guest requests and shifting or unexpected needs
- Experience with and comfortable learning new software and technologies quickly
- Strong attention to detail to ensure accuracy in registrations, communications, and records
- Experience with registration systems or databases, including data entry and record-keeping
- Proficiency in Microsoft Office (Word, Excel, Powerpoint) and Google Workspace (Gmail, Documents, Sheets, Slides)
- Skills in preparing clear and engaging internal and external communications
- Ability to effectively communicate and navigate difficult conversations
- Proficiency in managing multiple tasks, schedules, and priorities
- Flexible and adaptable to changing schedules and priorities
- Familiarity with social media platforms for professional communications
- Basic experience with website updates, email newsletters, and marketing materials (preferred but not required)
- Basic experience with Adobe Suite (Photoshop, InDesign, Illustrator) and/or Canva (a plus, but not required)
- Basic familiarity with multimedia tools for social media or video support
- Committed to creating safe, positive, and inclusive experiences for guests
- Certified in First Aid and CPR (or ability to acquire)
- Valid driver's license

Compensation

Salary	<p>\$32,000 with Housing</p> <p>\$37,000 without Housing</p>
Benefits	<p>Employee Benefits</p> <ul style="list-style-type: none"> • Individual coverage for Health Insurance and Dental Plan • FLEX or FSA plan available for employee to designate salary deduction for pre-tax medical expenses • Earned Time Off (ETO), 18 days annually • 8 paid holidays annually • Retirement contribution after one year of service <p>Available at employee's expense</p> <ul style="list-style-type: none"> • Double or family coverage for Health and Dental plan • Vision plan for employee and any member of employee's family • Life insurance • Long Term Disability Insurance
Meals	Meals are provided by Camp when food service is provided for summer camp or retreat groups with more than 30 guests.
Mileage	<p>Mileage reimbursement can be provided when personal vehicles are used for work related driving at rate set by Westminster Presbyterian church - reflective of current IRS mileage reimbursement allowance for non-profits.</p> <p>Using work vehicles first is standard best practice.</p>

We are excited to welcome a new **Guest Services Coordinator** to join our year-round staff team at Camp Henry in Newaygo, Michigan. The start date for this position is flexible, yet our hope would be to have our new Guest Services Coordinator in place by mid February.

Interested applicants should send a cover letter and resume to Alysa, Associate Director,
alysap@camphenry.org