



Conference Service Staff

Summary:

Under the direct supervision of the Hospitality Director, this position provides “hands on” hosting, leadership, and all around support for the Columbia Bible College Conference & Retreat Centre in relationship to internal and external guests as well as providing custodial duties around the campus. Works cooperatively with the Hospitality Director to provide the needs within the Conference office, ensuring the guest’s events are enjoyable in all ways, and that the campus is clean and tidy. Overall, delivers the College’s mission through a serving example.

Duties & Responsibilities:

General responsibilities of work assignments: preparing dorm keys & meal tickets & signage & welcome packets; meeting & greeting groups; problem solving and meeting needs of groups; unlocking & locking doors; taking care of all custodial cleaning including vacuuming, dusting, auto scrubbing floors, cleaning glass, cleaning bathrooms, trash & recycling collection; doing setup/take down of furniture in meeting rooms for guests; and in slow times some housekeeping duties as required; etc.

Overall pre-requisites in all responsibilities:

1. Responsible to ensure people feel comfortable and at ease.
2. Responsible to participate actively in set up and physical layout to meet the client’s needs and agreed requirements
3. Be self motivated.
4. Work in a respectful & cooperative style, sharing assignments equally and duties with others.
5. Be prepared to work flexible shift work including evenings, weekends, holidays, and split shifts as required.
6. Be prepared to wear a uniform.

Supervision:

Given: None
Received: Hospitality Director

Job Standards / Requirements:

Education: Grade 12 graduation. Some Hospitality course preferred. WIMAS certificate preferred. Valid class four (4) License preferred.

Experience: 2-3 years general customer service experience is preferred. Some custodial cleaning experience preferred. Christian retreat or camp experience preferred but not mandatory. Previous experience on Microsoft Word is preferred.

Skills: Can understand and follow safety procedures; can lift and manipulate heavy objects; can operate vacuum and other related equipment; can safely use cleaning equipment and supplies; outstanding interpersonal skills in dealing with staff and external client base; honed customer service skills; problem solving skills.

Abilities: Ability to work with scheduled events and/or facilities usage. Knowledge of cash management principles and/or procedures. Ability to work with planned, organized and flows of multiple programs and activities at one time. Ability to foster a cooperative work environment. Organizing and coordinating skills. Ability to communicate both written and orally. Not averse to doing labor work.

Personal: Warm-hearted, committed, dedicated and mature Christian with a keen desire to serve in work, church, family and community; firm commitment to Columbia Bible College mission; impeccable character and reputation; as well as a pleasant personality with a positive and progressive outlook in the midst of a busy and challenging atmosphere.

Physical: Working effort normally requires light - moderate physical activity, as well as handling average weight objects up to 50kg. Must be in good physical health.

Note: Duties and responsibilities that do not constitute a major change can be added, deleted or changed at anytime at the discretion of the supervisor either orally or in writing.

Pay: \$12.00/hour 20-40 hours per week. (most weeks 32-40hr/wk)

Terms: April 23 – Aug 2, 2010 Host # 1
May 11 - Aug. 20, 2010 Host # 2