



Program Director of Retreat and Hospitality Ministries

Updated August 2022

Summary

The Program Director of Retreat and Hospitality Ministries ensures that the GLLM mission and core values are present in all parts of the guest experience from booking to follow up. As a member of the hospitality team, you will facilitate communication between the group and onsite staff so that all sites maintain high-quality, inspired, radical hospitality. As a member of the program team, you will deliver premier, year-round retreat ministry and leadership of family and onsite summer camp ministries at Green Lake Bible Camp. As the manager of the Ministry Associate Program, you will have the opportunity to build outdoor ministry leaders by creating community, offering education and faith-growing opportunities, establishing clear communication to ensure the best success for each participant. By instituting methods of evaluation and market research, you establish that the programs are evolving for impact and appeal.

Essential Duties and Responsibilities

1. Create, develop, and maintain premium, inspired, and radical hospitality practices.
 - a. Contact retreat and conference leaders prior to their arrival to facilitate a top notch guest experience.
 - b. Actively supervise, schedule, and train retreat hosts.
 - c. Use evaluation feedback to improve the guest experience.
 - d. Clearly communicate with other staff vital to the guest experience.
 - i. Work closely with the registrar to understand booking details of each group.
 - ii. Communicate facility and site needs to maintenance staff.
 - iii. Communicate setups and turnovers to housekeeping and hosting staff.
 - iv. Confirm guest meal numbers, special diets, and special food requests with kitchen staff.
2. Manage rental facilities
 - a. Ensure that our mission and core values are present in the guest experience from booking to follow up.
 - b. Coordinate with contract cleaners, laundry service, maintenance, and booking office to ensure guest experience is of the highest quality.
 - c. Continue to seek new opportunities to serve guests based on current trends and evaluation data.
3. Ensure delivery of high-quality year-round retreat ministry.
 - a. Plan and implement retreat programming. Test new programs and audiences while continuously evaluating programs and incorporate evaluation data into future retreat offerings.
 - b. Clearly communicate with user groups: parents, guests, leaders.
 - c. Grow market for retreats at all three sites through word of mouth and innovative ideas.
4. Lead planning and implementation of family camp and onsite summer camp ministries.
 - a. Recruit highly engaging and relational family camp deans & artists in residence.
 - b. Collaborate with the program team in creating a summer curriculum and theme with emphasis on adults and family.
 - c. Proactively recruit, train, encourage, supervise and evaluate summer program staff.
 - d. Lead worship and other activities as needed.
 - e. Coordinate weekly schedules with the program team.
 - f. Address problems and questions from parents and campers.
 - g. Perform mandatory reporting according to state law.



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5. Manage Ministry Associate Program
 - a. Recruit, hire, and train Ministry Associates.
 - b. Effectively communicate with Ministry Associate congregations.
 - c. Meet weekly to facilitate community, communication, education, and faith-growing practices.
 - d. Maintain a hosting calendar and clearly communicate details.
 - e. Continuously evaluate the Ministry Associate program to maintain and improve the experience.
6. Visit congregations, make presentations to promote programs, and maintain relationships with congregations.
7. Other duties as assigned.

Supervises

- Ministry Associates
- Summer ministry staff
- Custodian/housekeeper

Qualifications and Requirements

1. Creative and innovative thinker. Individual who dwells in possibility.
2. Highly relational individual – ability to connect with people from all backgrounds and all generations. Ability to participate and be part of a cohesive team.
3. Ability to model and teach radical hospitality.
4. Demonstrated excellence in organizational, administrative, and managerial skills – ability to conceive, take initiative, and manage several tasks at one time.
5. Ability to effectively supervise a diverse group of individuals. Strong coaching, teaching and training skills.
6. Worship and music skills (guitar, vocal, or other instruments) are highly desirable but not required.
7. Deep grounding in the Christian faith with experiencing connecting faith, grace, vocation, inclusion, and the Word of God with hospitality, joy, and community.

Working Relationships (Internal/External)

1. Associate Director – visioning and strategic choice guidance
2. Program Director – summer and youth retreat program planning and implementation
3. Director of Marketing and Communication – program, retreat, and rental marketing
4. Finance & Administration Director – providing projections for annual budgets, managing area budget
5. Property Managers – coordination on facilities needs for programs and retreats
6. Registrar/Booking Office – registration coordination and communication
7. Custodial – coordination on facility needs for programs and retreats
8. Kitchen – coordination on food needs for programs and retreats
9. Contract cleaners and laundry service – coordination between contracted services and onsite staff

Salary: \$42,000-\$45,000 / Full individual healthcare & 25% family / Dental insurance / 6% retirement contribution / generous PTO, holiday, and sick leave.

Supervisor: Associate Director

Classification: Exempt