



## **Lutherhill Ministries Guest Relations Manager Job Description**

**Position Title:** Guest Relations Manager  
**Position Classification:** Salary – 30 Hours  
**FLSA:** Exempt  
**Supervisor:** Director of Operations  
**Location:** Lutherhill Camp & Retreat, La Grange TX

**Our Mission: Lutherhill...A place for all people, of every generation to experience the love of Christ in unique settings and new ways.**

### **Job Summary**

The Guest Relations Manager is hired by the Leadership staff of Lutherhill and serves to support the entire staff. The primary responsibilities of the Guest Relations Manager are office management and processing camp registrations and payments

### **Responsibilities**

- Live out the mission and values of Lutherhill Ministries.
- Exemplify Lutherhill's value of hospitality through communication with guests.
- Participate in regular staff meetings and periodic staff planning retreats.
- To execute yearly goals and any additional duties assigned.

#### Office Management

- Priority person to handle calls and the first person to greet guests in the Office.
- Receive, copy, and deposit monetary income.
- Manage inflow and outflow of mail for the camp.
- Ensure that office supplies are available for office usage.
- Assists with other staff in keeping the office clean and presentable.

#### Registrations

- Manage registration for summer camp and program retreats.
- Enter information into registration database, summarize enrollment status, respond to registrants appropriately, and manage day-of event registration.
- Invoice customers in a timely manner. Follow-up as necessary to ensure payment.
- Assist with promotion of Lutherhill programs in collaboration with the larger staff.

### **Skills**

- Willingness to learn.
- Ability to work in a team environment.
- Self-motivated. Takes initiative.
- Highly organized.
- Ability to communicate with and relate to a variety of people in a positive manner.
- Computer literacy. Able to use Microsoft Word, Excel, etc. Familiar with navigating software and database systems.
- Bachelor's Degree preferred