

The Mountain Retreat & Learning Center

Job Title: Guest Services Client Management Coordinator

Reports to: Office Manager

Summary/Objective: Responsible for group acquisition and contracting. Ensure group leaders and program managers' expectations are met and guest experiences are delightful.

30-40 hours per week

\$13 - \$15 per hour

Essential Functions:

Client acquisition & contracting

- Maximize revenue potential by finding and booking groups at The Mountain.
- Work with the Office Manager and Executive Director to develop revenue targets for the next year.
- Receive and track responses to all booking inquiries, maintain a database of all inquiries.
- Communicate with all parties inquiring about group events to determine if the group is viable.
- Negotiate terms and contracts with groups, sets prices and dates of bookings for:
 - New groups
 - Return groups (in conversation with GS Logistics Coordinator)
 - Mountain designed programs (with Program Coordinator)
- Create contract in Campwise (registration system) and send the contract out for all events except Youth programs.
 - Communicate with group leaders to make any necessary edits Receive signed contracts and deposit payments from groups once their booking is confirmed.
 - Find out how the group plans to handle their registration process (conference or camp style registration) and include this in the contract.
- Build programs in Campwise. Ensure timely and accurate set up of each Conference/Retreat event.
- Develop marketing messages and brochures to be distributed to guests and congregations.
- Proactively work to fill The Mountain's calendar appropriately (this means possible research and cold calling/emailing).

ADDITIONAL RESPONSIBILITIES:

- Accurately maintain the Master Calendar on Google, communicating additions and changes to all staff.
- Ensure The Mountain's mission is upheld through preserving space for all Mountain produced programs.
- Work closely and collaboratively with Campwise technical support to ensure timely resolution of all database challenges and reporting functions.

- Ensure timely updates and modifications are made as necessary to the registration set up for any event as changes and additions are made.
- Provide timely and appropriate support to any individual guest seeking assistance in completing their on-line registration and payment
- Ensure timely and accurate invoices are prepared for individuals and/or group coordinator to review, reconcile and receive complete payment for any outstanding balances before the group leaves the Mountain
- Resolve and reconcile any refunds due to cancellations in a timely and respectful manner.

Collaboration:

- Collaborate with and support the team in order to ensure all booking opportunities are realized and each program is fully enrolled.
- Coordinate and work closely with the Finance Director to ensure timely and accurate reconciliation of all conference program revenue on a weekly and month-end basis.

Other Duties

- Perform town run (mail, bank or other errands) as needed
- Photograph or video programs/events
- Other projects as needed

Preferred Job Qualifications

- Education: Bachelor's degree
- Experience: 1-2 years of related experience

Skills

- Excellent written and verbal communication
- Detail oriented
- Microsoft Office expertise
- Excellent customer service
- Ability to multitask and work under deadlines

AAP/EEO statement:

The Mountain Retreat & Learning Center is an Equal Opportunity Employer and is committed to the full inclusion of all.

Other duties disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time and without notice.