



Job title: Welcome Center Manager
Department: Program

FLSA Status: Non-Exempt
Reports to: Director of Program

The mission of Sandy Cove Ministries is to help people connect with God and each other in order to be transformed into the image of Christ, through His Word, His creation and community.

Position Summary: Oversee the Welcome Center in The Commons that operates primarily during the summer program season that lasts from Memorial Day until Labor Day and includes the Summer Together program weeks. It is the center for information and guest requests during those summer weeks. This position includes all of the duties of a Welcome Center Attendant in addition to supervision.

Position Purpose: To ensure that the guest feel the “Sandy Cove W.A.V.E. (Welcomed, Appreciated, Valued & Encouraged to more like Jesus) through friendly interactions at the desk that include the distribution of accurate information and other transaction so that they can connect with God and each other.

Role Qualifications:

- Personal relationship with Jesus Christ
- General knowledge of Sandy Cove
- Prior formal customer service experience

Essential Job Functions/Responsibilities:

- Hires employees to work at the Welcome Center by reviewing applications, conducting telephone/face-to-face interviews
- Trains employees in customer service and Welcome Center daily operations and procedures in order to meet guest needs
- Creates and/or modifies the Welcome Center’s training manual to keep employees informed of department requirements, procedures, and operations
- Supervises Welcome Center Attendants during the work-day and praises/corrects as needed
- Answer guest questions about Sandy Cove events/activities by listening to requests, asking clarifying questions, analyzing the situation and finding the appropriate solution
- Direct guests to appropriate locations through verbal directions and map when they require directions
- Complete revenue transactions for Food Service or Program Departments by processing payments (cash, check, credit card) in exchange for a service or item by using the cash register and credit card machine
- Maintain sign-up lists and distributes tickets when needed for activities (sports, para-sailing, etc), services (life coach, family photograph), and meals (daily meals, weekly banquet), and provides information to appropriate department

- Provide first-aid supplies such as adhesive bandages and accident reports when there is an injury
- Distributes and files activities waivers
- Designs and changes the meal signs so guests know what will be served during the day
- Opens and closes Welcome Center for the season
- Organizes Welcome Center during training week for summer operations by designing signs, sign-up sheets, tickets, etc to provide information to guests and assist them with signing up for activities
- Handles complicated/difficult guest interactions that require a manager's approval/decision
- Create and modifies weekly work schedule
- Collects and submits payroll bi-weekly
- Completes performance evaluation(s) and reviews with each employee at the end of the summer
- Perform any other reasonable task assigned

Essential skills and experience:

- Good Leadership ability
- Strong interpersonal skills
- Excellent customer service skills
- General knowledge of basic computers, writing, arithmetic and book-keeping
- Must be well-organized; proven ability and interest in multi-tasking
- Strong ability to problem solve

Nonessential skills and experience:

- Prior Welcome Center Attendant experience

Reporting to this position: Welcome Center Assistant(s)

Physical demands of work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

■ *Physical demands:* While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands, climb stairs, balance, stoop, kneel, see, talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

■ *Work environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal to moderate.

I have read and understand this explanation and job description.

Signature: _____ Date: _____

Created: 8-1-11
Revised: 10-1-23