



Director of Events and Hospitality Job Description

The mission of GENEVA Camp and Retreat Center is to create an environment where the presence of God is experienced, the love of Christ is demonstrated, and a Spirit-filled life is inspired.

Status: Full-time, exempt

Reports to: Executive Director

GENEVA welcomes more than 12,000 people through its meeting and events space all year-round. Most guests are welcomed between August and May when the grounds serve as a destination for various occasions including adult, youth, and family retreats as well as church, school, business, and non-profit meetings and events. Located along Lake Michigan in Holland, Michigan, GENEVA offers 1200 feet of lake frontage and 35 acres of woods and open spaces.

The Director of Events and Hospitality will participate in vision casting with the Executive Director, lead innovative and strategic planning, and grow awareness as well as client-base yielding efficient and effective stewardship of all GENEVA resources. This person will also market the facilities, attract clients, ensure guests have an exceptionally positive and hospitable experience, and manage the support staff that serve retreat ministry guests. This person must have a strong commitment to the Christian faith as evidenced through a life lived out faithfully.

Key Responsibilities

- Research, coordinate, and actively participate in building relationships with new clients to expand awareness of GENEVA's ministry and resources
- Foster GENEVA's relationship with area networking groups, community planners, and current retreat group contacts
- Manage or collaborate with the various GENEVA staff and departments involved in guest services, including the Event Coordinator, food service, housekeeping, custodial, and hosting staff
- Carry out all elements of an event process: preparing quotes and contracts, detailing set-up needs, organizing meals, lodging, and meeting area communications, implementing the event, providing billing and evaluation
- Lead the vision for growth and implement cost efficient strategies
- Forecast, manage, and be accountable for the Events and Hospitality operating budget
- Evaluate and maintain uniformity of processes, databases, paperwork, and metrics, staying apprised of regional and national rates for comparable services
- Work closely with the Executive Director, Program Director, and Director of Development to foster collaboration and support on strategic efforts to enhance GENEVA's ministry
- Facilitate and champion the Events and Hospitality Committee

Knowledge, Skills and Abilities

- Knowledge of practices, procedures, and activities related to events, conferences, and retreats
- General knowledge of interviewing and negotiation techniques
- General knowledge of the food service industry
- Ability to manage the guest group calendar efficiently and effectively
- Must possess exceptional customer service skills
- Strong written and verbal skills

Required Qualifications

- Equivalent to graduation from a four-year college or university
- Two years of professional experience in event planning, hospitality, tourism, marketing, sales, or public relations. A master's degree in a job-related field may be substituted for one year of the professional experience.
- Availability for periodic early morning, evening, and/or weekend hours and the greeting of/hosting of guests
- Availability to be onsite, taking care of issues that may arise beyond a normal workday

Why you might want to work with us:

In addition to stewarding a vibrant ministry, you will be part of a mission-oriented staff who love to share the good news of Jesus Christ by showing love and hospitality. At GENEVA, we invite folks (both youth and adults) to step away from the busyness of their everyday schedules to hear God's call on their lives. We serve in one of the most beautiful environments of God's creation with an energetic team who gets things done and has fun while doing it.

We encourage and promote professional development opportunities in this role.

How to pursue the opportunity further:

Learn more about GENEVA at campgeneva.org and view the retreat promotional video:

<https://vimeo.com/303053062>

Please email your cover letter and resume to sherry@campgeneva.org.