



Events & Hospitality Coordinator 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; Hourly with Benefits

Reports To: Director of Events & Hospitality

Geneva's Events & Hospitality Coordinator supports guest groups by working with them to plan and coordinate the logistics of their time onsite serving as the primary contact in preparation for their event. This position plays a key role in ensuring exceptional, Christ-centered hospitality and seamless guest experiences.

Responsibilities/Duties: Below is a general overview of responsibilities and desired qualities and not a description of the day-to-day activities.

- Coordinate all event details for guest groups including lodging, meeting spaces, meals, agendas, etc. serving as the primary liaison for group leaders
- Utilize the Events & Hospitality software to document relevant details, logistics, conversations, etc.
- Collaborate with and equip internal departments for scheduled site use
- Perform final setup checks to ensure spaces are ready for guest use prior to group arrival
- Welcome and orient group leaders to Geneva's campus; respond to guest needs and trouble shoot problems as they arise
- Prepare instructions for Hosting team who serve as the first point of contact on nights and weekends
- Share evening and weekend on-call responsibilities with Director of Events & Hospitality
- Assist in responding to retreat inquiries and provide tours as needed
- Participate in the development, training, communications, scheduling, and oversight of the Hosting team
- Assist with the coordination and oversight of Geneva sponsored events
- Partner with other staff to assist in joint projects between departments

Knowledge, Skills and Abilities

- Demonstrated organizational skills and attention to detail
- Ability to think strategically in planning for and implementing successful events
- Excellent oral and written communication and interpersonal skills
- Ability to multi-task and plan multiple events simultaneously
- Proficient in Microsoft Word, Excel, and Outlook
- Capacity to learn, manage, and organize Geneva's Events & Hospitality software
- Provide exceptional customer service with high-energy and friendliness
- Demonstrate leadership skills with a collaborative approach
- Ability to work independently and on a team
- Flexible, reliable, responsible, dependable, and adaptable

Personal Characteristics Desired:

- Commitment to the Christian faith evidenced by a personal relationship with Jesus Christ
- Commitment to mission of Geneva Camp & Retreat Center
- Engagement in a local church

**Qualifications**

- 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
- Two years of professional experience in event planning, hospitality, tourism, marketing, sales, or public relations preferred
- Degree or certification in hospitality, communication or related field preferred

Why You Might Want to Work with Us:

Geneva hosts more than 14,000 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.

In addition to helping steward a vibrant Events & Hospitality 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 people (both youth and adults) to step away from the busyness of their everyday lives to hear God's call on their lives. We serve in one of the most beautiful environments of God's creation on Lake Michigan with an energetic team who gets things done and has fun while doing it.

Want to see a snapshot of our Events & Hospitality department? Check out our promo video:

<https://vimeo.com/303053062>

How to Pursue the Opportunity Further:

Submit your Resume and Cover Letter using this job's "Submit Your Application!" button. If you have further questions about this role, feel free to reach out to Sherry at sherry@campgeneva.org.