



DIRECTOR OF HOSPITALITY JOB DESCRIPTION

MISSION: The mission of Camp Susque is biblical evangelism and growth in Christian character for youth, young adults and families. The Susque ministry seeks to introduce campers of all ages to our God and Creator, the Lord Jesus Christ within a rustic camp setting. In essence, we want campers to *experience their Creator!*

PURPOSE OF THE DIRECTOR OF HOSPITALITY: The Hospitality Director shares in Susque's mission by offering godly oversight of Camp Susque's food service areas, rental programs, and the operational and logistical components of Susque led programming, events, and retreats, in cooperation with the Susque team.

REQUIREMENTS FOR THE FOOD SERVICE MANAGER:

1. Demonstrate spiritual maturity in his/her Christian life.
2. Willingly support Camp Susque's stated mission, philosophy, goals, statement of faith and team commitments.
3. Able to lift a minimum of 25 lbs. and able to walk a minimum of 2 miles.
4. Able to read and write at college level.
5. Be at least 21 years of age.
6. Have training or previous experience in food service and hospitality management.
7. Must have food safety certification from a recognized organization (ex. ServSafe)
8. Demonstrate organizational skills.
9. Demonstrate effective interpersonal, relational and communication skills necessary for hospitality ministry

RESPONSIBLE TO: Camp Director

ESSENTIAL RESPONSIBILITIES:

1. Lead and oversee food and rental services in cooperation with the Susque team. High levels of communication is required with the entire year-round Susque team.
2. Maintain food service and lodge areas with the following standards: quality service, cleanliness, beauty, safety, food quality, and satisfactory food quantity.
3. Continually assess current food and rental services and improve them in a way that harmonizes with Susque's values.
4. Recruit, train, lead, and oversee cooks and retreat/rental staff throughout the year.
5. Network with vendors and those in the hospitality industry in order to stay current on hospitality trends.
6. Coordinate the staff scheduling, preparation, and implementation of all Camp Susque's rental groups and year-round programming.
7. Work an average of 2 retreats per month throughout the rental season to ensure quality service to rental groups.
8. Maintain Christ-like character in relationships with God, campers, staff, customers and the public.

SPECIFIC RESPONSIBILITIES:

1. Develop weekly menus for camping sessions and for rental groups requiring food service.
2. Order all food necessary for camping programs and rental groups requiring food service.
3. Oversee the receipt and processing of food orders when they arrive.
4. Oversee cleanliness and sanitation of food service and lodge areas (in cooperation with the Facility Manager), including: the main camp kitchen, Hemlock Hall, lodges, laundry room, library, and stockroom.
5. Oversee and lead kitchen & retreat staff by:
 - Reviewing menus with Head Cooks prior to food service events / camping weeks.
 - Working with the Head Cook on quantities of food and methods of food preparation.

- Ensuring kitchen staff maintains a clean and safe working environment.
 - Training seasonal kitchen staff on food service responsibilities and standards through orientations and individual trainings.
 - Training Weekend hosts on their responsibilities.
 - Training and coordinating with summer laundry staff.
6. Maintain a working knowledge of quality hospitality industry standards as well as ACA standards, and ensure that appropriate standards are being upheld by Camp Susque food services and rental programs.
 7. Make appropriate improvements to Camp Susque's food services based on evolving needs as well as innovations in the food industry.
 8. Participate in weekly team meetings as well as individual support meetings with Camp Director.
 9. Prepare and maintain an annual food service and retreat budget.
 10. Seek out new potential retreat clients in cooperation with Director of Marketing.
 11. Maintain excellent relationships with current retreat clients. For example: make follow up contacts with potential retreat groups, maintain ongoing contact with current groups. Maintain a current list of potential and current rental groups.
 12. Schedule retreats with potential groups and conduct camp tours when necessary.
 13. Coordinate details of retreats with scheduled rental groups. For example: complete contracts, establish group numbers, costs, programming needs, dietary needs, set ups, etc.
 14. Oversee cleanliness and sanitation of retreat service areas (in cooperation with the Facility Manager), including: dining and lodging areas, shower facility, and mowing.
 15. Work in cooperation with the Program Director & SOD Coordinator when retreat groups require specific programming needs (e.g., ropes course, astronomy, School of Discovery classes, etc.).
 16. Order all paper & chemical supplies necessary for lodges, bathrooms, Hemlock Hall, and kitchen.
 17. Ensure appropriate decorations are prepared & displayed for each retreat season in dining hall and lodges.
 18. Coordinate with Director and Groundskeeper to ensure lodges are properly prepared for events and retreats.
 19. Recruit and coordinate the scheduling and training of staff for rental groups.
 20. Maintain staff relationships throughout the year with regular contact and care packages, in cooperation with Program Director.
 21. Recruit, train, and coordinate volunteer staff for Susque events (Harvest Fest, Legacy Banquet, etc)
 22. Plan and oversee Susque garden and flowerbeds.

This list of responsibilities is not exhaustive and is subject to change at any time.

*Revised 6/18
PJS*