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June 14, 2018

Camp Bethel in Fincastle, Virginia is accepting on-line applications for a full-time, year-round Guest Services and Marketing Coordinator.

**Camp Bethel in Fincastle, Virginia** seeks a full-time, year-round **Guest Services and Marketing Coordinator**. Experience in camping/retreat ministry or guest hospitality is preferred and/or related experience. Experience in office management, computer skills, social media, and proficiency with digital image editing/manipulation and Microsoft Office Suite 2016 or higher is a must. Benefits package includes starting salary of \$30,000, optional individual/family medical insurance plan, a pension plan, travel allowance, professional growth funds, and limited optional on-site housing for an individual or a married couple. Read the on-line application instructions, a detailed position description and more at [www.CampBethelVirginia.org/jobs](http://www.CampBethelVirginia.org/jobs).

This position begins as early as August 1, 2018 and no later than December 1, 2018. Our current Guest Services and Coordinator, Beth Heaton, is relocating to Charlottesville, VA, and her last day at Camp Bethel is June 30, 2018. We celebrate with a big "Thank You!" to Beth for six excellent years of service.

***Together: with God, with each other, with creation.*** Camp Bethel (Fincastle, VA) is the outdoor ministry of the Virginia District Church of the Brethren. Our mission is to foster and build relationships with God, with each other, and all of God's creation. We realize our mission through our Christian camping programs, our services, and making our facilities available to people of all denominations and backgrounds.

Summer Camps began at Camp Bethel in 1927, and in 1970 the camp became a year-round Event Center for guest groups and churches. To fully realize and expand our year-round mission, we are accepting online applications for Guest Services and Marketing Coordinator at Camp Bethel. The Guest Services and Marketing Coordinator joins our other full-time staff: Camp Director, Barry LeNoir; Facilities Manager, Mickey Nichols; Program Coordinator, Jenna Stacy; and Interim Food Services Coordinator, Wes Shrader.

Visit [www.CampBethelVirginia.org/jobs](http://www.CampBethelVirginia.org/jobs) for application instructions and a detailed position description.

*Together*, in Christ our hope,

Barry LeNoir,  
Director, Camp Bethel in Fincastle, VA

# Guest Services and Marketing Coordinator at Camp Bethel

Position Description, revised 06.14.2018



## Minimum Qualifications

- Desire and ability to work in a setting of Christian ministry, service and programming, and a desire to fulfill the Camp Bethel Statement of Purpose and Mission.
- Bachelor's degree or higher (preferably in related field), and at least 22 years old with a valid driver's license.
- Experience in camping/retreat ministry or guest hospitality is preferred or equivalent coursework or related experience.
- Experience in office management or equivalent coursework.
- Interpersonal skills for relating to guests and campers, and good character, work ethic, integrity, adaptability, enthusiasm and sense of humor.
- Ability to accept and provide supervision of part-time housekeeping staff, seasonal program staff and volunteers.
- Self-motivated, punctual, enthusiastic, and good organization for maintaining records and financial statements.
- Detail oriented with an eye for cleanliness and interior layout.
- Professional written language skills and verbal skills; proper grammar and spelling; advanced vocabulary; keyboarding.
- Proficient computer skills with Windows 10 and Microsoft Office Suite 2016 or higher including Word, Excel, and Publisher; web site and social media management; digital image editing and manipulation; and Google apps: Gmail; Drive; Maps; YouTube.
- Physical ability to walk trails, perform outdoor chores and occasional landscaping tasks. Camp Bethel is an outdoor ministry with a rustic campus.
- Signed acceptance of Virlina District Personnel Policies and Record of Agreement.

## Camp Statement of Purpose and Mission

Together: with God, with each other, and with creation. Camp Bethel in Fincastle, VA is the outdoor ministry of the Virlina District Church of the Brethren that exists to foster and build relationships with God, with each other, and all of God's creation. We live our mission through our Christian camping programs, our services, and availability of our facilities to people of all backgrounds.

## Responsible To

The Guest Services and Marketing Coordinator is employed by the Outdoor Ministries Committee (OMC) of the Virlina District Board of the Church of the Brethren upon recommendation of the Camp Director. The employee is directly responsible to and shall report to the Camp Director. The employee and the Camp Director will perform an initial 90 day evaluation and an annual evaluation to discuss adherence to standards of performance, position description, and personnel policies.

## General Position Description

The Guest Services and Marketing Coordinator works in coordination with the Camp Director to enhance the camp's overall mission. The Guest Services and Marketing Coordinator manages guest recruitment, reservations, communications, and invoicing. The Guest Services and Marketing Coordinator assists the Camp Director with all marketing efforts including print and digital newsletters, bulk mailing, social media, and fundraising events. The Guest Services and Marketing Coordinator schedules housekeepers and works with the Maintenance Manager to ensure proper cleanliness and readiness of guest facilities and summer camp facilities. The Guest Services and Marketing Coordinator provides organizational and administrative support to the Program Coordinator to create and support programs and summer camps. Daily responsibilities can vary widely, based upon what needs to be done. All employees work as a team to accomplish whatever needs to be done. *See also the enclosed Camp Bethel Organizational Chart.*

## Fall, Winter, Spring Responsibilities (General)

From late August through May, Camp Bethel is a conference and event center during most weekends with occasional weekday programs and weekday guest groups. The Guest Services and Marketing Coordinator actively markets and manages all general guest services in cooperation with other camp staff (Camp Director, Facilities Manager, Food Services Coordinator, Program Coordinator, Housekeepers).

## Summer Responsibilities (General)

From June through August, Camp Bethel is primarily a summer camp Sundays through Fridays. The Guest Services and Marketing Coordinator provides ongoing organizational and administrative support to the Camp Director and Program Coordinator to promote, plan, organize, and staff Camp Bethel's summer camps. During summer weekends and other summer weeks (earlier-June and later-August), Camp Bethel welcomes guest groups holding their own summer programs during which time the Guest Services and Marketing Coordinator manages general guest services.

## Responsibilities

### 1. To fulfill the camp's statement of purpose and mission.

- A. Develop and maintain services and an atmosphere that models Christian love, care, and patience. In all duties and interactions, help guests foster and build relationships with God, with each other, and with Creation.
- B. Recognize duties as part of the overall ministries of Camp Bethel and part of the greater work of Jesus Christ. During summer camps, honor, support and protect the sanctity of the program for campers, counselors and leaders. While guest groups and events are on site, create and uphold an atmosphere of Christian hospitality.

- C. Create and maintain services, procedures, programs and practices in harmony with God and God's creation, and when feasible use environmentally and globally sensitive products and practices.
- D. Honor the theology and tradition of the Church of the Brethren.

**2. To serve as administrator of marketing, guest recruitment, reservations, communications, and preparations.**

- A. The Guest Services and Marketing Coordinator will maintain a "base of operations" desk and workspace in the Camp Bethel office.
- B. MARKETING: Assist the Camp Director with all communications and marketing efforts including print and digital materials and newsletters, bulk mailing, social media, web site maintenance, and creating fundraising events.
- C. STAFF: Recruit, screen, hire, train, schedule, supervise and manage part-time housekeeping and support staff upon consultation with and approval by the Camp Director. Report any personnel issues to the Camp Director. Only the Camp Director, in consultation with the OMC and District Board Executive Committee, may activate or terminate employment of any full-time or part-time staff.
- D. GUEST RESERVATIONS: Manage all aspects of guest group reservations including promotion, documentation, communications, invoicing, follow-up, and rescheduling.
- E. GUEST EXPERIENCES: Work in coordination with other camp staff to provide excellence in hospitality for guests who utilize camp facilities and grounds. Schedule and supervise housekeeper(s) to prepare facilities; responsible for facility cleanliness and readiness. Evaluate guest facilities and campus for desired improvements, repairs, and updates, and report facility and equipment repair needs to the Facilities Manager.
- F. MANAGE CAMP OFFICE: Maintain office services by organizing office operations and procedures; control correspondence; design and implement filing systems; review supplies; assign and monitor clerical functions. Complete operational requirements by scheduling and assigning employees; follow up on work results.
- G. FINANCES, BUDGET and INVENTORY: Manage spending, hiring, and scheduling within approved budget line items, (ex: Housekeeping Wages; Housekeeping Supplies, etc.). Without compromising quality of services, the Guest Services and Marketing Coordinator will strive to seek best pricing for all purchases. Secure three quotes/bids for purchases/services exceeding \$1,000. Provide detailed records of purchases with accompanying receipts and forms. Order, purchase, and keep inventory of guest supplies and cleaning supplies and ensure appropriate, reliable storage.
- H. VOLUNTEERS: Recruit, schedule and supervise volunteer weekend hosts and frequent weekly helpers whenever possible to promote positive public relations with our churches and patrons and to reduce dependency on part-time workers. Recognize the opportunities for ministry that occur when allowing for and working with volunteers.
- I. DEVELOPMENT AND INTERPRETATION: Work with Camp Director to set major goals for guest facilities and off-season programs, create interpretive/promotional literature, and meet with congregations to promote the mission of Camp Bethel.

**3. Provide organizational/administrative support for guest programming and camp sponsored programming, including and especially the summer camping program.**

- A. Provide administrative assistance to the Camp Director, Program Coordinator, and seasonal Assistant Summer Program Coordinator(s) to recruit, screen, hire, train, schedule, supervise and manage summer program staff and off-season program staff. Report any personnel issues to the Camp Director. Only the Camp Director, in consultation with the OMC and District Board Executive Committee, may activate or terminate employment of any full-time or seasonal/part-time staff.
- B. Provide administrative assistance to the Camp Director, Program Coordinator, and seasonal Assistant Summer Program Coordinator(s) to recruit, schedule and supervise volunteer program helpers (including camp leadership, cabin counselors, program support staff, weekly chaplains, weekly medical directors, kitchen volunteers, etc.) whenever possible to promote positive public relations with our churches and patrons and to reduce dependency on part-time workers. Recognize the opportunities for ministry that occur when allowing for and working with volunteers.
- C. Work with the Program Coordinator to develop themes and set major goals for programs, develop digital and printed marketing materials, and meet with congregations to interpret the programs of Camp Bethel.
- D. Camp Events: With support of the Camp Director and Program Coordinator, serve as lead staff member for organizing and promoting Memorial Day Family Weekend and Labor Day Family Weekend. Serve as lead staff liaison to the annual Sounds of the Mountains Festival Committee.
- E. Guest programming (mid-August through May) at Camp Bethel currently includes guest camps (in late August), High Ropes Course experiences, Group Challenge and Initiatives Course, use of the Swimming Pool, Fall and Spring Environmental Education including KinderCritters and Your Outdoor Classroom, Winter Camp weekend, Memorial Day and Labor Day Family Camp Weekends, Heritage Day Festival, Benefit Golf Tournament, 5K Run/Walk, and the Sounds of the Mountains Festival.

**4. To perform other duties beneficial to Camp Bethel and that contribute to the positive experience of patrons during their time at and dealings with Camp Bethel.**

- A. Perform other duties as assigned by the Camp Director.
- B. Apply creative ideas from other places and seek new creative enhancements for our facilities and grounds in fun and meaningful ways.
- C. Assist Camp Director with administrative duties as specified by the Camp Director.
- D. Serve as on-site facilitator and host on a rotational basis or in the absence of hired staff or volunteers.
- E. Maintain and manage program and hospitality databases and detailed guest files for publicity and mailing lists.

**5. To perform and maintain standards, duties, policies, and practices set forth by Camp Bethel, the Virlina District Church of the Brethren, Botetourt County, the Department of Health, the State of Virginia, and the American Camp Association.**

- A. Arrange for the proper care/maintenance of facility equipment; report facility/equipment repair needs to Maintenance.
- B. Create and maintain organized files and manuals with pertinent information.
- C. Learn and maintain all program, service, health and safety standards by attending professional growth workshops and classes when possible and when approved by the Camp Director.
- D. Follow policies, procedures and practices set forth by the Camp Director and the Virlina District in matters of staff policies, procedures and programming, including the Camp's Risk Management Plan and Emergency Action Plan.

**Performance Evaluations Measures:**

1. Does the employee accept and perform the responsibilities listed on the position description?
2. Does the employee seek excellence in the performance of services and responsibilities?
3. Does the employee foster and build positive relationships with guests, campers, staff and supporters/volunteers?
4. Is the employee a self-starter who can identify and prioritize necessary tasks without external guidance?
5. Does the employee complete tasks in a timely manner and with proficiency?
6. Does the employee provide timely communication of completed tasks or related progress to other staff?
7. Is the employee forthright and transparent in all aspects of their work and responsibilities?
8. Is the employee willing to learn new skills for this position, and is the employee open to new and creative ideas?
9. Does the employee seek out ways to serve and help others?
10. Does the employee keep workspaces and vehicles clean, and does s/he keep a well-groomed appearance?
11. Is the employee a good steward of time, materials and money, and does the employee plan ahead efficiently?
12. Is the employee enthusiastic and able to create excitement in other staff, volunteers and supporters?

**Benefits of this position include:**

1. Starting salary is \$30,000.
2. Pension plan through Brethren Benefit Trust. Employer pays 12% of salary; employee pays minimum of 4% of salary.
3. Optional family medical insurance; employee pays 33.3% of premium and employer pays 66.6% of premium.
4. Annual travel allowance and annual professional growth allowance.
5. Optional individual on-site housing (individual or a married couple due to limited size of house).
6. Air-conditioned and heated office; wireless DSL internet access in Camp Office and Ark Dining Hall; office desktop computer (Windows 10) provided; free meals when the camp is serving; use of camp vehicle for related work.
7. Flexible hours and work-schedule.

**Policies and Other Employment Information:**

**Hours for Non-Resident Employee:** Over each monthly pay period, the Guest Services and Marketing Coordinator will work a minimum average of 40 hours per week. This enables work days and hours to be flexible and adaptable to the work tasks at hand and to the personal needs of the employee. Camp Office hours are Monday through Friday, 9:00am-5:00pm, and guest groups are generally on site Fridays through Sundays during fall, winter and spring. For 10-12 weeks while summer campers are on site June through August, all full-time employees are on call (even if not necessarily on site) from Sunday 2:00pm through Friday 7:30pm.

**Hours for Resident Employee:** Over each monthly pay period, the Guest Services and Marketing Coordinator will work a minimum average of 45 hours per week. This enables work days and hours to be flexible and adaptable to the work tasks at hand and to the personal needs of the employee. Camp Office hours are Monday through Friday, 9:00am-5:00pm, plus Guest Services Saturday hours 9:00am-12:00noon, and guest groups are generally on site Fridays through Sundays during fall, winter and spring. For 10-12 weeks while summer campers are on site June through August, all full-time employees are on call (even if not necessarily on site) from Sunday 2:00pm through Friday 7:30pm.

**Paid Vacation:** The anniversary for paid vacation purposes shall begin on the date of employment. After 1<sup>st</sup> year = One (1) week vacation; After 2<sup>nd</sup> year = Two (2) weeks; After 6<sup>th</sup> year = Three (3) weeks; After 12<sup>th</sup> year = Four (4) weeks; After 20<sup>th</sup> year = Five (5) weeks. Unused vacation does not accumulate beyond each calendar year. Vacation is discouraged during summer camp, Sounds of the Mountains Week and Heritage Day Week. Work days and hours are flexible and adaptable to the work tasks at hand, so days off are available in addition to regular vacation leave. Vacation or leave without pay is available upon coordination with and approval by the Camp Director.

**Sick Leave:** Leave with pay due to injury or illness is accrued at the rate on day per month. Sick leave shall not accumulate beyond 45 days. Records pertaining to sick leave shall be maintained at the district office and shall be available for management review. Vacation leave may be used for additional sick leave if necessary. No compensation is given for sick days remaining at the end of employment.

**Family:** *Per the personnel policies of the Virlina District Board – Church of the Brethren, Inc.* “No two members of the same family will be employed on any level, except for camp summer/seasonal staff with the consent of the Camp Director. Family members are defined as follows: parent/child, sibling, husband/wife or any other first order relationship or combination including blended families.”

**Probationary Period:** Except in cases where the record of agreement provides otherwise, all employees shall have a three-month probationary period at the beginning of employment. Upon completion of the three-month period, the supervisor shall evaluate the progress of the employee (in writing) and decide employment status. The initial three-month period shall count toward total tenure, however, probationary employees are not eligible for paid leave.

**Other Employment Information:** Pay dates are monthly and within five business days of the end of the month. Employee is included in employer-shared Social Security and Medicare. Unemployment insurance is not provided for any employee of a faith-based organization. Each employee is granted six weeks maternity/paternity leave for an adopted or birth baby, and the employee may use accumulated paid sick leave, paid vacation leave, or leave without pay. All employees are employed at will. No full time Camp Bethel employee shall have any other regular outside employment except by written consent of the Camp Director.

**Ministry:** Each employee (paid or volunteer) of Camp Bethel/Virlina District is considered a minister regardless of formal ministerial status or denominational affiliation. Every individual contact made by every individual employee is a reflection upon the mission and ministry of the camp/district, the component congregations and the denomination. All employees will, therefore, manifest a Christ-like spirit, attitude, demeanor and lifestyle in the performance of their duties regardless of location and/or circumstance. No smoking, e-cigs or vaping; Camp Bethel is a non-tobacco/non-nicotine facility. No obscene language. No alcohol or drugs.

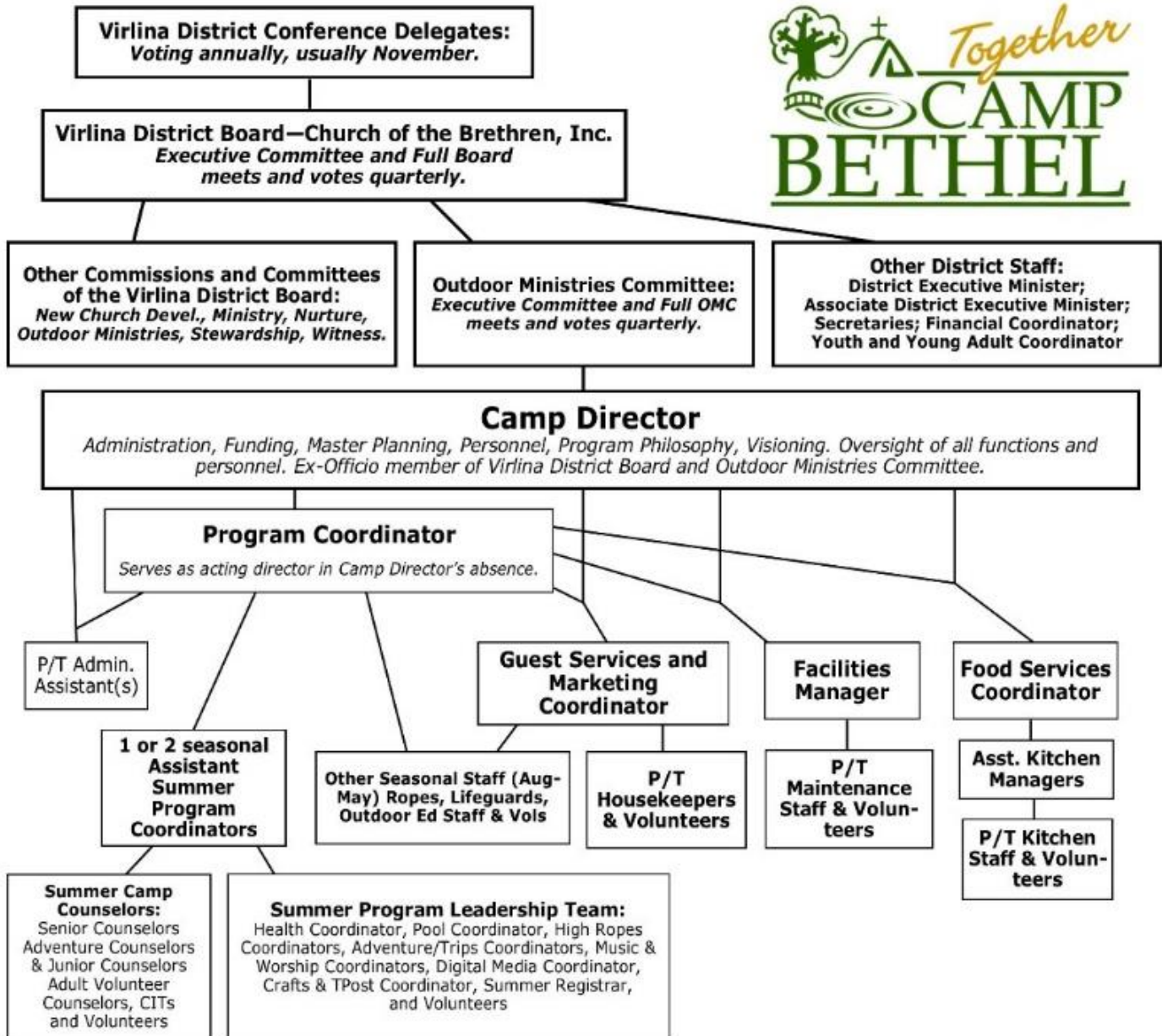
**Camp Bethel** programs began at our present location in 1927. Camp Bethel is open year-round for summer camps, conferences, retreats, festivals, school groups and many other family, church and community events. Supportive congregations, loving guests, faithful families and campers, exceptional food services, a strong program philosophy, excellent full-time and seasonal staff, and hundreds of devoted volunteers have established Camp Bethel as one of the region’s best camping programs. Learn more about Camp Bethel history at [www.CampBethelVirginia.org](http://www.CampBethelVirginia.org). Camp voluntarily adheres to over 300 health, safety, program and operational standards. Camp Bethel is a leading member of the Outdoor Ministries Association of the Church of the Brethren. Camp Bethel is a member of the Botetourt Chamber of Commerce, and the Appalachian Trail Conservancy.

**What is the Virlina District?** The Virlina District of the Church of the Brethren is made up of 93 congregations spread across Virginia, West Virginia and North Carolina (hence, “Vir-lina”). The approximately 9,700 members of these congregations own and operate Camp Bethel by electing a volunteer Virlina District Board and Outdoor Ministries Committee. Learn about the Virlina District Church of the Brethren and visit a nearby congregation at [www.virlina.org](http://www.virlina.org).

**Who are the Church of the Brethren?** *Continuing the work of Jesus: Peacefully, Simply, Together.* The Church of the Brethren is a Christian church similar to other mainstream Protestant groups such as Methodists, Baptists and Presbyterians. We base our practices and beliefs on Jesus’ life and teachings and the New Testament. Steadily, lovingly, even radically, Jesus went about saving the world by serving its people. Because we believe Jesus’ message, we seek to do the same. Our other distinctions include our peace position (Matthew 5:44) (shared with Quakers, Mennonites, Amish, and Moravians), emphasis on simple living (Romans 12:2) and Christian service (Luke 22:27), feet-washing during Communion worship service (John 13), and baptism by choice (Acts 2:37-39). The name “Church of the Brethren” was chosen in 1908 to emphasize a sense of family and community and was never intended to sound exclusively male. Rather, the Church of the Brethren views all people as children of God. [www.brethren.org](http://www.brethren.org)

# Camp Bethel Organizational Chart

Revised 05/24/2018



# Guest Services and Marketing Coordinator Applicant Questionnaire:

Revised July 4, 2018

## Instructions:

1. If you have not already done so, read the Guest Services and Marketing Coordinator Position Description and other employment information contained in this document. Read through our web site at [www.CampBethelVirginia.org](http://www.CampBethelVirginia.org) to discern if your skills, interests and beliefs are compatible with the services and programs of Camp Bethel, the Virlina District ([www.virlina.org](http://www.virlina.org)), and the Church of the Brethren ([www.brethren.org](http://www.brethren.org)). Guest Group Rental Agreement and Rates are at [www.CampBethelVirginia.org/groups](http://www.CampBethelVirginia.org/groups), and the 2018 Summer Camps Brochure is at [www.CampBethelVirginia.org/camps](http://www.CampBethelVirginia.org/camps).
2. If you have not already done so, e-mail (1) your updated résumé **and** (2) a letter of interest to Barry LeNoir, Camp Director at [Barry@CampBethelVirginia.org](mailto:Barry@CampBethelVirginia.org). Send in WORD format or PDF.
3. Complete the **Required Information** and the **Application Questions** on line at [www.CampBethelVirginia.org/GSMC](http://www.CampBethelVirginia.org/GSMC). Alternatively, provide numbered answers to these questions (listed below on this page) as a WORD document or a PDF, and return as an e-mail attachment as soon as possible to Barry LeNoir at [Barry@CampBethelVirginia.org](mailto:Barry@CampBethelVirginia.org).
4. Based upon your qualifications (see the position description), your application answers, your résumé, and your letter of interest, if you are chosen for an interview we must perform a comprehensive criminal background check for use in the decision process. If chosen for an interview, you will be contacted via e-mail for permission to perform a background check. Results of this background check will be held strictly confidential by the Camp Director, and your personal information will not be shared.

## Required Information:

1. Your full legal name (last, first, middle).
2. Your home, permanent mailing address (number and street or PO Box, city, state, zip).
3. Your e-mail, home phone number and cell phone number where we can respond to you.
4. VOLUNTARY DISCLOSURE: Not including traffic violations, have you been convicted of any crime, felony, child abuse, assault or sexual abuse? **If YES, do not submit this application.** Since our primary summer mission is caring for children, we are unable to hire persons with prior convictions.
5. List THREE persons and their phone numbers who can provide **professional** reference for you. Describe their relation to your prior experiences or training. Do not list family members as references.
6. List TWO persons and their phone numbers who can provide a **personal** reference for you. Describe their relation to you. Do not list family members as references.

## Application Questions:

7. Upon reading the Guest Services and Marketing Coordinator position description,
  - A. What excites you about the possibility of serving at Camp Bethel in this position?
  - B. Why Camp Bethel?
  - C. Why now?
8. This is a Christian camp, though not all guest groups are faith-based. Guest hospitality is one of the most important aspects of the camp's ministry, and the Guest Services and Marketing Coordinator will conduct most voice-to-voice and face-to-face interactions with our guests. If hired you will get to know hundreds of Camp Bethel devotees, many of whom are members of the Virlina District Church of the Brethren. If asked to, how would you describe your faith?
9. Describe your experience with Retreat Ministry, Christian Camping, and/or Summer Camping.

10. Describe in detail how your previous work experience or training is directly applicable to the Guest Services and Marketing Coordinator position.
11. Expand upon your résumé and tell your story. Describe in greater detail your experience, training or skills in these areas:
  - A. Your education and degree(s) and any honors or highlights.
  - B. Guest hospitality and guest services.
  - C. Office work: computer skills (especially MS Office), writing skills, and administrative experience.
  - D. Outdoor Education and/or Natural Sciences (Biology, Geology, Ecology, Zoology, etc.).
  - E. Outdoor Adventure activities, and team building activities and games.
  - F. List any certifications you currently hold and any recent applicable trainings.
12. If you are hired, you will have seasonal supervision over 4-10 part-time year-round staff. What is your approach to leadership and teamwork?
13. Camp Bethel has a rich tradition of volunteerism in all aspects of the camp's operation. The involvement of volunteers is an indirect ministry to those wishing to serve in that way. If hired you will be expected to actively recruit and involve volunteers. Knowing this, share your thoughts and ideas about involving volunteers and the benefits of doing so.
14. As Camp Director, I strive to provide the camp employees with the tools and training they need to do their jobs, and then I trust each employee to get the job done. I refuse to micro-manage unless absolutely necessary. If hired, what would your expectations be of (A) your supervisor (the Camp Director) and (B) your co-workers?
15. As with most camps that also host year-round guest groups, our patrons expect the highest level of conference-center hospitality and services for the lowest church camp prices. If hired, how would you work to ensure customer satisfaction while remaining within given budgetary restraints?
16. Briefly explain your understanding of and your approach to:
  - A. Christian hospitality and Christian service.
  - B. Cleanliness.
  - C. Personal and professional organization. In what ways are you an organized person?
  - D. Work ethic and teamwork.
  - E. Environmental awareness, Earth-friendly choices and global issues.
  - F. Peace and social justice issues (race relations, gender equality, cultural sensitivity, etc.).
17. Just for fun. (*No correct answers... or are there? Hmmm...*)
  - A. Period-space-space, or period-space?
  - B. Semicolon or dash?
  - C. PC or Mac?
  - D. What's your dream vacation?
  - E. What are your personal interests and hobbies?
18. This position begins as early as August 1, 2018 and no later than December 1, 2018. If hired, when would you be available to begin?
19. What questions, if any, do you have concerning this position, this position description, the Camp Bethel Organizational Chart, and any aspect of Camp Bethel?