



328 Bethel Road, Fincastle, Virginia 24090

540.992.2940

CampBethelOffice@gmail.com

www.CampBethelVirginia.org



November 14, 2022

Camp Bethel is accepting on-line applications for a full-time, year-round Guest Services Coordinator. The position is available beginning as early as January 2, 2023.

Camp Bethel in Fincastle, Virginia seeks a dependable, skilled, creative, and caring leader to be our full-time **Guest Services Coordinator**. Experience in camping/retreat ministry, guest hospitality, and marketing is preferred. Experience in office management, computer skills, social media, and proficiency with digital image editing/manipulation and Microsoft Office Suite is a must. Starting benefits package includes salary of \$32,130 without optional family/personal medical insurance plan (or \$28,130 with optional family/personal medical insurance plan), a pension plan, paid vacation leave, and professional growth funds. This is an on-site and in-person position at Camp Bethel. Camp Bethel is free from smoking/vaping/tobacco/cannabis. Read the on-line application instructions, a detailed position description and more at www.CampBethelVirginia.org/jobs, or e-mail questions to Camp Director, Barry LeNoir at Barry@CampBethelVirginia.org.

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 live our mission through our Christian camping programs, and availability of our facilities and services to all people.

Summer Camps began at Camp Bethel in 1927, and in 1970 the camp became a year-round Retreat Center for guest groups and churches. To continue and expand our year-round mission, we are accepting applications for Guest Services Coordinator at Camp Bethel. The Guest Services Coordinator joins our other full-time staff: Camp Director, Barry LeNoir; Program Coordinator, Kathleen Nettin; Facilities Manager, Mickey Nichols; and Food Services Coordinator, Daniel Naff.

Visit www.CampBethelVirginia.org/jobs for on-line application instructions and a detailed position description.

Guest Services Coordinator at Camp Bethel, Fincastle, Virginia

Position Description, revised October 21, 2022

I. Minimum Qualifications

- Desire and ability to work in a setting of Christian ministry, service and programming.
- Associate's Degree or higher (preferably in related field).
- Experience in camping/retreat ministry or guest hospitality is preferred and/or equivalent coursework or related experience.
- Experience in office management and/or equivalent coursework.
- Ability to accept and provide guidance and supervision.
- Excellent interpersonal skills; good character, work ethic, integrity, adaptability, enthusiasm and sense of humor.
- Excellent organizational skills and detail oriented with an eye for cleanliness and interior layout.
- Professional written language skills and verbal skills; proper grammar and spelling; advanced vocabulary.
- Typing/keyboarding and computer skills: Proficient with MS Office Suite: word processing; e-mail; spreadsheet; database; digital image manipulation; web-based data storage and/or transfer.
- Signed acceptance of Camp Bethel/Virginia District Personnel Policies and Record of Agreement.

II. Responsible To

The Guest Services Coordinator is employed by the Outdoor Ministries Committee (OMC) of the Virginia 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 annual evaluation to discuss adherence to standards of performance, position description, and personnel policies.

III. Camp Statement of Purpose and Mission

Camp Bethel is the outdoor ministry of the Virginia District Church of the Brethren that seeks to foster and build relationships with God, with each other, and all of God's creative Earth. This ministry is realized through our Christian camping programs, our services, and availability of our facilities to all people of all denominations and backgrounds.

During summer camps, in small groups of 10-12 campers and 2-4 counselors, campers will experience living in an intentional Christian community as the Body of Christ (1 Corinthians 12). Well-trained counselors and program staff lead hundreds of active, fun, educational activities. Through these experiences, campers come to understand that their relationships with each other and all creation are precious to God and worthy of our active care.

IV. General Position Description

The Guest Services Coordinator works in coordination with the Camp Director to enhance the camp's overall mission. The Guest Services Coordinator manages guest recruitment, reservations, communications, and invoicing. The Guest Services Coordinator schedules housekeepers and works in coordination with the Facilities Manager to ensure proper cleanliness and readiness of guest facilities and summer camp facilities. The Guest Services Coordinator provides organizational and administrative support to the Camp Director and Program Coordinator to create and support programs and summer camps. The Guest Services Coordinator serves as the primary summer camp Registrar. 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.*

V. Summer Responsibilities (General)

Camp Bethel's summer camps are held weekly from early-June through early-August, Sundays through Fridays. The Guest Services Coordinator provides ongoing organizational and administrative support to the Camp Director and Program Coordinator to plan, organize, promote, and secure staff for 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 Coordinator manages general guest services.

VI. Fall, Winter, Spring Responsibilities (General)

From late-August through May, Camp Bethel operates as a year-round retreat/event center during most weekends with occasional weekday programs and weekday guest groups. The Guest Services Coordinator manages the camp office and all general guest services in cooperation with other camp staff (Camp Director, Program Coordinator, Facilities Manager, Food Services Coordinator, Administrative Assistant, Housekeepers).

VII. Responsibilities

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

- a. Develop and maintain services that foster relationships among guests and participants in an atmosphere that models Christian love, care, and patience.
- b. Develop and maintain services, procedures, programs, and practices in harmony with God and God's creation, including use of environmentally and globally sensitive products.
- c. Recognize duties as part of the overall ministries of Camp Bethel and part of the greater work of Jesus Christ.
- d. Honor the theology and tradition of the Church of the Brethren.

2. **To serve as administrator of guest recruitment, reservations, communications and preparations.**
 - a. **GUEST RESERVATIONS:** Manage all aspects of guest group reservations including promotion, documentation, communications, invoicing, and follow-up.
 - b. **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.
 - c. **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. The Guest Services Coordinator will maintain an on-site and in-person "base of operations" desk and workspace in the Camp Bethel office.
 - d. **MARKETING:** Assist the Camp Director and Program Coordinator with all communications and marketing efforts including print and digital materials, newsletters, bulk mailing, social media, web site maintenance, and creating fundraising events.
 - e. **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.
 - f. **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 Coordinator will strive to seek best pricing for all purchases. Order, purchase, and keep inventory of guest supplies and cleaning supplies and ensure appropriate, reliable storage.
 - g. **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.
 - h. **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 tell the story 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 and Program Coordinator 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 and Program Coordinator 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, provide literature to those involved, 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 Summer Camps, 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, 5K, Benefit Golf Tournament, 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. Assist Camp Director with administrative duties as specified by the Camp Director.
 - c. Apply creative ideas from other places and seek creative enhancements for site and facilities in fun and meaningful ways.
 - 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.
 - f. Assist Camp Director with general marketing, E-Newsletters, and mass-mailings.

5. **To perform and maintain standards, duties, policies, and practices set forth by Camp Bethel, the Virginia 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.

VIII. 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 staff, guests, campers, and supporters/volunteers?
4. Is the employee a self-starter who can identify, prioritize, and complete necessary tasks without external guidance?
5. Does the employee provide timely communication of completed tasks or related progress to the Director and to other staff?
6. Is the employee forthright and transparent in all aspects of their work and responsibilities?
7. Is the employee willing to learn new skills and attend professional growth trainings and conferences?
8. 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 do they keep a well-groomed appearance?
11. Is the employee a good steward of time, materials, and money, and does the employee plan efficiently?
12. Is the employee enthusiastic and able to create excitement in other staff, volunteers, and supporters?
13. Does the employee enjoy working at Camp Bethel?

Benefits of this position include:

1. Starting salary, per year, is \$32,130 without optional family/personal medical insurance plan (*or \$28,130 with optional family/personal medical insurance plan). Pay is monthly.
2. Pension plan through Brethren Benefit Trust. Employee pays minimum of 4% of salary, and employer pays 11%.
3. *Optional individual/family medical insurance. Employee pays 33.4% of premium, and employer pays 66.6%.
4. Optional and limited on-site housing for an individual, a couple, or a family. On-site housing is not assigned any monetary benefit, but Employees who receive optional on-site housing must work an average of 45 hours per week.
5. \$300+ annual professional growth fund, plus multiple opportunities to attend workshops, seminars, trainings, and camping conferences.
6. Use of camp vehicle for related work.
7. Air-conditioned and heated office; wireless DSL internet access in Camp Office and throughout parts of campus (fiber optic speeds coming soon); office desktop-or-laptop computer (Windows 10 or later) provided; free meals when the camp is serving.
8. Paid vacation leave, flexible hours, and flexible work-schedule.

Policies and Other Employment Information:

Hours: Over the course of each monthly pay period, the Guest Services Coordinator will work an **average of 40 hours per week**. Work days and hours are flexible and adaptable to the work tasks at hand. The camp office hours are Monday through Friday, 9:00am-5:00pm. Summer Camps and summer guest camps are generally on site Sundays through Fridays, and fall-winter-spring guest groups are generally on-site Friday afternoons through Sunday afternoons. For 10-12 weeks while summer campers are on site May/June through August, all full-time employees are on call (even if not necessarily on site) from Sunday 1:00pm through Friday 7:30pm. ***Note:** *Employees who receive optional on-site housing must work an average of 45 hours per week.*

Paid Vacation: The anniversary for paid vacation purposes shall begin on the date of employment. Camp Bethel vacation leave is based upon a 6-day workweek. After 3-month probation = 1 week (6 days). After 1 year = 2 weeks (12 days); After 3 years = 2.5 weeks (15 days); After 5 years = 3 weeks (18 days); After 7 years = 3.5 weeks (21 days); After 10 years = 4 weeks (24 days); After 12 years = 4.5 weeks (27 days); After 15 years = 5 weeks (30 days). Unused vacation does not accumulate beyond each calendar year. Vacation is discouraged during summer camp (late May through late July), Sounds of the Mountains Week, Heritage Day Week, and over Memorial Day and Labor Day weekends. Workdays 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 for the Camp Director is available upon coordination with the Outdoor Ministries Committee. Vacation or leave without pay for other full-time staff is available up coordination with and approval by the Camp Director.

Sick Leave: Leave with pay due to injury or illness is accrued at the rate of eight hours (or one day) per month. Sick leave carries over year to year, but 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. *“There cannot be direct supervision of a relative or the supervisor cannot promote, review or recommend a salary increase for a relative.”*

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 and vacation leave; however, probationary employees are not eligible for paid leave during the probationary period.

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. Up to four workdays with compensation may be granted for a death in the immediate family, including parents, stepparents, parents-in-law, spouse, children, stepchildren, siblings, grandparents, or grandchildren. One workday may be granted with compensation for the death of another relative. All work-related mileage shall be reimbursed at the standard rate set annually by the Internal Revenue Service and does not include driving to and from work and home. All employees are employed at will. No full time Camp Bethel employee shall have any other regular outside employment that interferes with the regular workdays/hours or duties of the employee.

Ministry: Each employee (paid or volunteer) of Camp Bethel/Virginia 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 and 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 on-site tobacco, smoking, e-cigs, vaping, nicotine, cannabis, drugs, or alcohol; Camp Bethel is a non-smoking and non-vaping facility. No obscene language.

Camp Bethel programs began at our present location in 1927. Camp Bethel is open year-round for 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 sound 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 and our interesting history at www.CampBethelVirginia.org. Camp Bethel is a member of the Outdoor Ministries Association of the Church of the Brethren.

Camp Bethel's summer camps are held weekly from early-June through early-August, Sundays through Fridays. Three weeks of Summer Staff Training is held prior to the first week of Camp Bethel's summer camps. The Camp Director works cooperatively pre-season through end of season with the Program Coordinator and Guest Services Coordinator to plan, organize, promote and staff Camp Bethel's summer camps. During other summer weeks (earlier-June and later-August), Camp Bethel welcomes guest groups holding their own summer programs during which the Guest Services Coordinator and the Program Coordinator provide general guest services and/or programming.

Other programming (late July through May) at Camp Bethel currently includes Guest Camps (Band Camps, Camp Kesem, etc.), High Ropes Course experiences, Group Challenge and Initiatives Course, use of the Swimming Pool (summer only), Fall and Spring Environmental Education including KinderCrittters and Your Outdoor Classroom, Winter Camp Retreat, Memorial Day and Labor Day Family Camp Weekends, Heritage Day Festival, Benefit Golf Tournament, 5K, and the Sounds of the Mountains Festival.

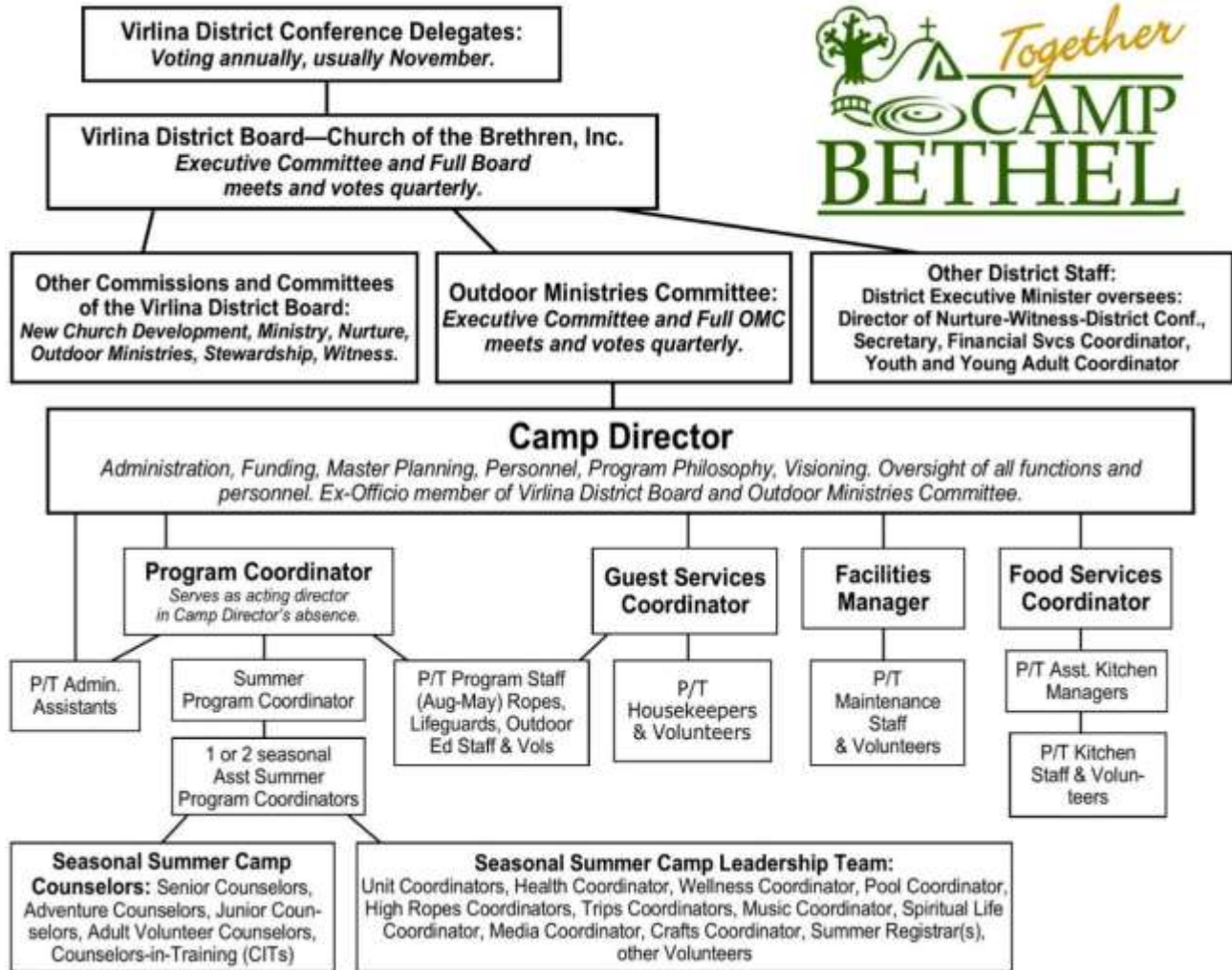
From September through May, Camp Bethel operates as a retreat and event center during most weekends with occasional weekday programs and weekday guest groups. Most groups range from 30 to 70 persons, and occasionally groups range from 80 to 120+ four or five times a year. With advanced reservation we provide food services, programming, and special requests.

What is the Virginia District? The Virginia District of the Church of the Brethren is made up of 89 congregations spread across Virginia, West Virginia and North Carolina (hence, "Vir-lina"). The approximately 9,500 members of these congregations own and operate Camp Bethel by electing a volunteer Virginia District Board and Outdoor Ministries Committee. Learn more at 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

Camp Bethel Organizational Chart

Revised 01/28/2021



Guest Services Coordinator Applicant Questionnaire:

Revised November 17, 2022

Instructions:

1. Since our primary summer mission is caring for children, we are unable to hire persons with prior convictions.
2. If you have not already done so, read the Guest Services Coordinator Position Description and other employment information contained in this document. Read through our web site at 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), and the Church of the Brethren (www.brethren.org). Guest Group Rental Agreement and Rates are at www.CampBethelVirginia.org/groups, and Summer Camp information is at www.CampBethelVirginia.org/camps.
3. If you have not already done so, e-mail the following (A & B) to Barry LeNoir, Camp Director at Barry@CampBethelVirginia.org. Send as WORD documents or PDFs:
 - a. Your updated résumé including your education and degrees (if any) and any honors or highlights; any certifications you currently hold, and any recent applicable trainings; work experience; computer skills (especially MS Office); **and**
 - b. A letter of interest.
4. Complete the **Required Information (1-6)** and the **Application Questions (7-15)** on line at www.CampBethelVirginia.org/GSC. Alternatively, provide numbered answers to these (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.
5. 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 (first, middle, last).
2. Your home, permanent mailing address (number and street or PO Box, city, state, zip).
3. Your e-mail, and main 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 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 position is available beginning January 2, 2023. If hired, what date would you be available to begin?
9. Describe your experience with Retreat Ministry, Christian Camping, and/or Summer Camping.
10. If you are hired, you will have seasonal supervision over 2-4 part-time year-round staff. What is your approach to leadership and teamwork?
11. As Camp Director, I trust each employee to complete their tasks and to be forthright and transparent in all aspects of their work and responsibilities. If hired, what would your expectations be of your co-workers?
12. As with most camps that also host year-round guest groups, our guests 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?
13. What are your personal interests and hobbies?
14. Beyond what you've described on your résumé, why should we hire you?
15. What questions, if any, do you have about this position description, the general expectations, the benefits, policies, and any aspect of Camp Bethel?