

Organizational Information Sheet

Camp Ghormley is a year-round youth camp and retreat center located in Naches, Washington.

Facts about Camp Ghormley

- Founded in 1939 as a ministry of First Presbyterian Church of Yakima, WA
- Ghormley is now an independent 501(c)(3) organization
- Located 30 miles WEST of Yakima, WA; within 3.5 hrs of Seattle, Portland, Tri-Cities, WA
- Serves nearly 1,000 campers a summer and 4,000-6,000 people a year
- Operates year-round; six year-round staff, plus 40+ staff during summer months

Who do we serve?

Over the course of the year, we serve youth and adults from a wide range of backgrounds. This includes, but is not limited to: summer campers, schools, churches (youth groups, men's retreats, women's retreats, church staff functions, etc.), businesses, family reunions, outdoor education, scrapbooking retreats, and more!



What types of programs and services do we offer?

- **Youth Camps**
 - Traditional co-ed residential camps for students entering grades 2-13
 - Waterski Camp (held on the shores of nearby Rimrock Lake)
 - Outdoor Adventure Camps
 - HS Leadership programs (SHIFT and OVERDRIVE – a three-week leadership experience)
 - Fall/Winter weekend camps for Jr. High and HS students
- **Retreats**
 - Youth/Adult Groups
 - Businesses
 - Personal Retreats for those in ministry
- **Outdoor Education**
- **Family Programming**
 - Thanksgiving Day Meal (every other year)
 - Christmas Family Weekend (called Mt. Meadow Christmas)
 - Parent or Grandparent/Child Weekends
 - Family Camps (winter and summer)

Our Mission: Lives transformed by Jesus through exceptional camping experiences.



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Guest Services Director/Office Manager Job Description

Camp Ghormley seeks a mature, Christ-like individual who is passionate about camping ministry and who is seeking a future in camp ministry. This is a management level position that will be tasked with overseeing our Guest Services and front office operations on a year-round basis. During the busy seasons, additional office staff will be hired to help manage workload, however, this position will manage day-to-day operations of the front office environment and associated staff. This is a full-time salaried position that starts in the Spring of 2020.

Benefits provided with employment

- Housing provided on camp property
- Food provided when groups are in camp
- Salaried position w/ benefits package provided (partial health benefits also provided for family members)
- Use of camp recreational equipment when available

Characteristics of the ideal candidate

- A strong and active faith in Jesus Christ; able to lead others spiritually and emotionally
- A bachelor's degree or relevant professional experience in related fields of work
- Previous experience in a Christian Camp setting
- Previous experience in customer service related positions
- Someone who feels called to camp ministry as a vocation
- Highly detailed and self-starting individual
- Must be able to routinely and efficiently manage multiple projects and deadlines
- Someone who thrives in collaborative environments
- Someone with a history of successful leadership in supervisory and management roles
- Someone with a strong track record of growth in sales and meeting performance objectives and goals
- Must be willing to work long hours
- Strong customer service skills are a MUST; must be able to quickly build and maintain relationships
- Needs to be proficient in using desktop and web-based applications (computer saavy)
- A true servant's heart; someone who anticipates needs and acts without being asked
- Someone who excels under pressure and is not afraid to have the spotlight of leadership on them
- Someone who enjoys learning new things and problem solving; this role wears many "hats" at times

Position Outcomes

The ideal candidate for this position is someone who has a background in camping ministry and customer service, and who is passionate about continuing Ghormley's legacy of amazing service to young and old alike. The ideal person in this position is passionate about meeting the needs of the groups and families we serve, and enjoys the process of interacting with guests and potential guests; someone who strives to represent Ghormley well, and thrives on seeking opportunities for creating new business for the camp. The ideal person in this role will also thrive in a personnel

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leadership-oriented setting where their leadership will be instrumental in the efficient and excellent operation of our front office and guest services departments.

Job Title:	Guest Services Director/Office Manager	Travel Required:	Infrequent; reimbursed
Department/Group:	Office	Position Type:	Full Time Salaried
Location:	640 Lost Lake Road Naches, WA 98937	Date posted:	February 7, 2020
Salary:	Salaried FTE (Housing/Insurance provided, meals provided when served)	Posting Expires:	When position is filled
HR Contact:	Joel Whitehead – (509) 672-4311	Begin Date:	ASAP in Spring 2020
Applications Accepted By			
ONLINE: APPLY HERE	Application period begins in late July and will remain open until position fills. Step 1: Submit job inquiry letter and resume to: joel@ghormleymeadow.org Step 2: Apply online by following link at left Once application is submitted, you will be contacted with notification of whether initial Skype/In Person interview will be granted.		
Job Description			
<p>General office management duties include, but are not necessarily limited to:</p> <p>Providing direct supervision to the Registrar/Admin Assistant and other seasonal office staff</p> <p>Collecting mail from the camp mailbox and distributing to internal mailboxes. Taking outgoing mail.</p> <p>Purchasing office supplies on an as-needed basis (especially leading up to summer camp season)</p> <p>Acting as Registrar for Ghormley-sponsored youth programs during the school year (i.e. fall and winter youth camps – currently two total camps) <i>Note: This position will act as registrar for these events (rather than the camp Registrar) because inherent to these youth events is communicating heavily with supporting churches who send campers (invoicing, registration assistance, etc.), which is a primary function of this role during the rest of the year as groups book our facility. This role will NOT act as Registrar for Ghormley’s family events or summer camps.</i></p> <p>Providing as-needed logistical support to the Executive Director and front office staff (e.g. help organizing bulk mailings, assisting with necessary tasks during summer camp check-in days, etc.)</p> <p>Answering phone, taking messages, responding to inquiries, etc.</p>			

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Managing the camp calendar system; keeping staff apprised of upcoming groups, camp functions, staff events (i.e. vacations/off-site trainings), etc.

Guest Services Director duties include, but are not necessarily limited to:

Managing all aspects Guest Group services:

- Group contracting
- Payment collection, invoicing, etc.
- On-going correspondence with booked and prospective groups
- Marketing opportunities to new groups
- Group retention efforts
- Collecting and inputting guest feedback forms

Occasional rental group hosting assignments (all staff share these opportunities throughout the year)

Oversight of group care and amenities

- Coffee services
- Activities offered to outside groups (evaluation and implementation)
- Follow up with group inquiries and concerns

Secondary Responsibilities

Assisting in programmatic offerings that Ghormley provides throughout the year as time, skill, and interest level allow

Serving in other areas of camp as needed (e.g. helping with dishes during an off-season meal, helping set up seasonal decorations, etc.)

Further details about the nature of this position will be given in individual correspondence with applicants.

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