



### **Our Mission**

The mission of Whispering Winds Catholic Conference Center is to provide a Christ-centered environment, apart from the everyday world, where all are welcome to increase their knowledge of and commitment to Christ, and join as fellow pilgrims on their journey of faith with God.

**Job Title:** Account Coordinator (Rentals)

**Organizational Relationship:** Reports to Director of Guest Services

**Department:** Guest Services

**Location:** Whispering Winds Main Office, San Diego, CA

**Position Type:** Full Time, Non-exempt, plus benefits

**Salary Range:** \$20 - \$22 hourly

### **Qualifications:**

Our growing Guest Services Department ("GSD") maintains the foundation of Whispering Winds' customer service. This position requires a person who:

- Has at least 1-2 years of experience in a customer service/sales/account management role
- Is proficient with all Microsoft Office programs, Google apps and the internet with the ability and willingness to learn proprietary software
- Is able to learn, retain, search for- and accurately disseminate camp-specific information to guests (prevailing rates, bed counts, building names/locations, etc.)
- Has a cheerful/upbeat personality while maintaining a professional work style with the ability to resolve conflict and handle pressure gracefully
- Is able to take direction from both intra- & interdepartmental (when necessary) managers and own/complete tasks in timely fashion
- Is comfortable taking on special event (Annual Gala, etc.) tasks which may fall outside of usual, day-to-day departmental responsibilities
- Has excellent verbal, phone, written communication skills. Due to the sensitive nature of the tasks, accuracy and proofing own work is a must
- Is organized and has the ability to multi-task and prioritize to meet deadlines
- Has the ability to foster effective working relationships with SD office staff, onsite Julian staff, guests, volunteers and outside contractors
- Is willing to cross-train & learn basic job duties of other Guest Services Dept staff

Experience in these areas a plus:

- 2+ years in Sales/Guest Services/Account Management
- Fluency in Spanish
- Bachelor's degree
- Basic accounting
- Hotel/motel/resort or camping industry
- Volunteer management
- Catholic ministry

### **Job Description:**

- Foster healthy relationships with new/returning groups as their primary contact in the GSD
- Main contact for rental guest groups when new/returning groups inquire arrive via email, phone, in-person
- Continue established relationships with rental groups as well as establishes new partnerships with first-time groups with an eye towards annual (or more) return
- Develop strategies to keep our rental groups engaged during times when they are not onsite (ex. Appreciation events, handwritten notes, proactive feedback calls, in-person visits, etc.)



- Work with Marketing Dept to strategize ways to fill traditionally empty dates on rental calendar
- Represent the Guest Services Dept. & WW organization in a professional, positive, friendly manner onsite & at offsite events
- Establish solid working relationship with onsite, Welcome Center staff which includes regular communication, sharing of information, collaborating to create out of the box solutions for unexpected situations that arise
- Additional primary tasks include (but not limited to): updating reservations and notes in CampWise & Google calendar as needed, proactively following up with group leaders by phone/email to track down last minute updates, updating onsite staff regarding changes to rental guest counts/arrival times/allergies, etc., general communication with rental leaders (past and present) for myriad reasons
- Establish positive first impression and welcoming environment as the primary greeter of office guests
- May assist with program & event (i.e. Family Camps, Confirmation Retreat, Annual Gala, etc.) online registration in CampWise, SchoolAuction.net and/or a different software provider
- Under supervision, may complete tasks for other departments (Annual Gala, WWWA events, Family Camps, etc.) with “can-do” attitude including volunteer management
- With direction, may be a part of in-person GSD/Marketing team that visits local schools, parishes
- Review established processes with an eye for streamlining and maximizing revenue
- Process camper and group rental payments/checks and sends invoices
- Additional duties based on time of year/seasonal requirements (including contributing to the Annual Gala, day trips and once per year overnight at camp in Julian & occasional weekend/holiday hours)
- Attend 1-on-1s, staff meetings, and special ministry events as needed
- May take minutes at GSD weekly meetings, staff- and other meetings
- Assist with light office duties as needed
- Copy, print, mail and update “rental group dry erase board”

**Miscellaneous:**

- Normal office environment requiring occasional lifting (up to 20 lbs.), bending, stooping, pushing, pulling, and standing for moderate periods of time.
- Occasional weekend work will be required for certain events (generally exchanged for a midweek date, though overtime may be paid as needed.)
- Minimal travel to Julian/reliable transportation required

**Disclaimer:**

This job description is a summary of the typical functions of the job, not a complete list. The responsibilities, tasks, and duties might differ from those outlined and other duties, as assigned, might be part of the job. For more information on the organization, please visit [whisperingwinds.org](http://whisperingwinds.org).