



Guest Services Coordinator, RockRidge Canyon

A Young Life of Canada property

Princeton, British Columbia, Canada

A little bit about the job ...

Reporting to the Guest Services Manager, the Guest Services Coordinator is the liaison between RockRidge Canyon and our guests, comprised of both Young Life staff and rental groups; coordinating guests' needs and RockRidge Canyon operations. As a member of a team dedicated to serving the needs of our guests and one another, the Guest Service Coordinator anticipates and responds to those who come to RockRidge Canyon with professionalism, discretion and good will.

The Coordinator supports the Guest Service Manager to achieve the vision and mission of Young Life to "glorify God by sharing Jesus Christ with the entire next generation" as outlined in Young Life's Strategic Plan. As an ambassador for Young Life, the Coordinator ensures RockRidge Canyon's activities promote, enhance, and protect Young Life's brand, and boost its reputation with relevant constituents, as well as driving broader awareness. The Guest Service Coordinator subscribes to Young Life's Statement of Faith and abides by its Codes of Conduct. As a Christian with a vibrant and growing faith, you will mentor volunteers and help them on their spiritual journey as they serve.

You undertake your responsibilities with a level of initiative and assertiveness that reflects a constant desire to ensure a guest's experience at RockRidge Canyon is the best it can be. We are committed to providing intentional hospitality to our guests. Your work is calendar driven and you must be flexible with scheduling, prepared to work a variety of shifts including days, evenings, weekends, holidays and split shifts.

For a copy of the job description, please visit rockridgecanyon.com/careers

A little bit about us ...

RockRidge Canyon is a Young Life of Canada property located in Princeton, BC, Canada. At RockRidge Canyon, teenagers are treated to the resort-quality facilities for which Young Life has become known. Kids can get away from the pressures of everyday life, have fun with friends and their Young Life leaders, and hear the message of God's love in terms they can understand. Young Life camping involves high adventure, lots of fun, great food and excellent speakers. Each year, more than 2,000 kids from across Canada and as far away as Europe or Asia, spend a week at RockRidge Canyon, having an experience that many describe as the best of their lives. From September through June, when not hosting Young Life camps, RockRidge Canyon rents its excess capacity, serving as a conference and retreat centre for businesses, churches, and schools.

To learn more about RockRidge Canyon – visit rockridgecanyon.com

Since Young Life began in Canada in 1954, our staff and volunteers have cared enough to leave the comfort of their adult worlds and enter the arena of high school and junior high school life. Trained Young Life leaders are committed to friendships with kids - no strings attached. We go where kids are and spend time in their world playing road hockey, going to the mall, watching a basketball game, or heading to the ski hill. Young Life leaders build bridges of friendship in order to “earn the right to be heard.” We are all about communicating God's love and the Christian message to kids in terms they can understand. Young Life values and respects all young people, and welcomes all teenagers, both junior and senior high, regardless of religious beliefs. With staff in over 40 communities throughout BC, Alberta, Ontario and Quebec, Young Life of Canada employs more than 120 staff, and works with over 500 volunteers.

To learn more about Young Life – visit younglife.ca

A little bit about you ...

You have a vibrant and growing personal relationship with Jesus Christ, and are able to provide effective spiritual leadership to teams. You LOVE working with people and are able to be flexible. Experience in Young Life is preferred. In addition to regular hosting responsibilities, you will be responsible for setting up and dismantling all meeting spaces. This will include chairs, tables, cleaning and special requests. As a spiritual leader you will help mold and shape future leaders through your actions as you demonstrate what it means to be a servant leader all while enabling volunteers to grow in their faith and leadership abilities. While a portion of your time will be spent hosting a group, your supervision skills will be used on a regular basis as you lead by example.

Your background includes a degree or diploma in recreation management or equivalent education and work experience. This includes the ability to read and write English proficiently.

Experience in Young Life or other youth ministry is preferred. You also have good knowledge of the organized camping industry and what it takes to deliver high quality camp programs. Knowledge of the not-for-profit sector and experience in a faith-based Christian organization are assets.

Your exceptional oral, written, and interpersonal communication skills will enable you to thrive in this relational ministry environment, and to develop effective and trusting relationships throughout the organization. You are an effective leader and trainer of staff and volunteers. Your seasoned and proactive approach to time management enables you to patiently manage conflicting priorities, effectively plan your work, and complete the myriad tasks required in this position, while keeping a clear head. You possess strong analytical and decision making skills, and apply excellent judgment and discretion while you demonstrate a methodical and logical approach to problem solving. You act with integrity and diplomacy.

You have experience leading volunteers, operating audio visual equipment and scheduling full time employees, part time employees, interns and volunteers to accomplish large tasks effectively and efficiently. You have intermediate proficiency in both Windows and Apple based operating systems. You have your Standard First Aid Level One certificate and a valid Class 5 driver's license. A clean driver's abstract or equivalent is a condition of employment.

All employees of RockRidge Canyon may have unsupervised access to children. Therefore, the successful candidate must provide a current criminal record check that includes a vulnerable sector search, as a condition of employment.

Individuals considering employment with RockRidge Canyon must be legally entitled to work in Canada, and subscribe to our Statement of Faith. All employees of RockRidge Canyon must be able to work a flexible schedule according to seasonal operating requirements.

How to Apply

We provide salary commensurate with your education and experience, group benefits, including an RRSP program, and support for professional development. On-site housing may be available for rent at a very reasonable rate. If you have questions about this posting, please contact Allan Mailloux, Guest Services Manager, RockRidge Canyon at 250 870 9030, or at amailloux@younglife.ca

Please submit your application package through our website - rockridgecanyon.com/careers . We will continue to accept applications until the position is filled. Please indicate in your cover letter how you learned of this opportunity. Thank you for your interest in working with Young Life and RockRidge Canyon!

