



Wilderness Wind

2945 Hwy 169 Ely, MN 55731 218.365.5873

www.wildernesswind.org

*Wilderness Wind's mission
is to nurture relationships with God and creation through wilderness living which promotes
spirituality, cooperation and environmental sustainability*

Title: Hospitality coordinator

Reports to: Executive Director

Status: Seasonal, full-time, exempt

Qualifications:

- A strong appreciation for the wilderness and the gifts it offers us in relationship to our Creator God, to ourselves and others as a part of God's creation.
- A strong faith in following the way of Jesus.
- An awareness of how our relationship to Earth affects the decisions we make.
- Excellent office and people coordination with a strong bias toward organization and team communication.
- Experience with a wide range of abilities and age groups
- An openness to doing a wide variety of tasks, flexible in their work hours, and interested in learning new tasks.
- Aware of strengths and limitations.
- Must be able to navigate rough terrain, walk, drive, and lift up to 30 lbs.

Overall information:

Many diverse groups come to Wilderness Wind. As the Hospitality coordinator will be at the center of caring for the needs of these groups, he/she will have the opportunity to work with families with young children, under-resourced youth, church youth groups, seniors, church leaders, etc. Each day will be different according to the groups in camp at that time. The number of groups fluctuates. Accordingly when time allows, the Hospitality coordinator will have the opportunity to join other work areas of interest such as kitchen, maintenance or office support.

Responsibilities include:

Canoe trips:

- 1) Welcome groups. Manage arrival and departure times, lodging, facilities and gear usage
- 2) Work with trip leading staff to care for guests' needs while they are in camp
- 3) Keep related facilities cared for and welcoming for guests
- 4) Coordinate transportation and pick up with all other canoe groups including BCM.

The Details:

- a. Be aware of campsite needs, be that cleanliness, need for better seating, more woodchips, dish cubbies in order as well as bathhouse cleanliness and systems functioning or not.
- b. Get all mailings to campers if that hasn't been done already
- c. Care for gear repair systems and organization
- d. Make sure all canoes are licensed and ready for the summer

- e. Care for cleanliness and service to vehicles and trailers
- f. Manage transportation of groups particularly when three or more groups are going out on the same morning – who is in which van, using truck, etc.
- g. Manage gear clean up, repair and storage with staff

Lakeside guest care and scheduling:

Welcome each group. Care for all concerns related to groups including scheduling, communication (written and verbal), guest concerns and questions, education of day trip options and local events, and evaluation.

The Details:

- 1) Pay attention to schedule and be responsible for taking calls inquiries if in the office, or handle via email.
- 2) Have bill and welcome note ready for new guests
- 3) Greet guest, see how stay is going within the first full day of their arrival. See if they need assistance or info about the area and trails etc.
- 4) Gather payment and evaluation – pay attention to latter and make changes accordingly.
- 5) Take photos of them enjoying the place or encourage them to pass them on to us. We need more photos of Lakeside in action.
- 6) Compile Camper day stats to stay on top of use levels and trends

Big City Mountaineers (BCM):

- 1) Welcome groups. Foster ongoing awareness of camp systems both pre-and post trip
- 2) Coordinate their groups within WW's systems regarding meal time and facilities use.
- 3) Work with each team leader regarding contractual tasks (permit, transportation, etc)
- 4) Be the point person for BCM's logistics and organizational needs.
- 5) Be aware of trip schedule, team leader schedule and days the latter may be in camp between trips.
- 6) Stay on top of BCM patterns about use of space, parking, trash, compost, noise etc. snip it in the bud especially for team leaders who lead several trips.

Volunteers:

- 1) Welcome volunteers. Care for concerns related to housing, meals and schedules.
- 2) Coordinate tasks with the assistance of the Executive Director and work area leaders.

The Details:

- a. If volunteer is staying at Lakeside, make sure towels are set out for them and beds are made. Let cook know about getting a breakfast bin ready.
- b. If it is a work group, communicate with cook about meal quantities, dietary needs, etc
- c. Create lists for each volunteer or work group. For work groups, assign staff to two or three people, print out tasks, assist them in gathering materials ahead of time. Take note of who is in each group – thus what they are doing. Make sure supplies are on hand for desired projects
- d. Take pictures of individuals, groups in action and groups as a whole, post on volunteer wall, and add to volunteer photo album at the end of season
- e. Get names and addresses for each person if they aren't a part of a canoe group.
- f. Write thank you notes to each volunteer taking note of things they helped with
- g. Put name on the volunteer list so they are acknowledged in the annual report
- h. Gather bedding, wash and restore in white cabinet in labeled bags.

Paddle-a-Thon:

- 1) Assist the Executive Director in all aspects of planning and implementing this event
- 2) Bring leadership to the packing preparation and logistics at the event.

The Details:

- a. Assess prizes, solicit more or all as needed
- b. Talk through the concept and history of Pat with staff
- c. Communicate with past paddlers ahead of summer
- d. Gather staff's RABC passes, bios, info for inserts, delegate or do
- e. Once bios are on the web, post on Pat wall
- f. Print out sheet with goal and dates for Talo wall. Use tree leaves to indicate amount raised, and communicate this with the staff and board regularly
- g. Call Williams and Hall to reserve lodging – needs to be done well in advance (ie June or early July). Rooms are divided by gender – be generous on your numbers, but not overly so either.
- h. Call Pebble Spa to arrange for chair massages to be done on site. Contact at beginning of summer.
- i. Call restaurant if applicable to reserve space and to ask how to make this as easy as possible – meal choices set to them ahead of time etc.
- j. Set up paddling groups for safety and desired distance. As configurations and our canoes – do we need to “rent” a three-person, a four-person, reserve with outfitters in town
- k. See various docs in regard to organizing the event, making food ahead of time, the flow of the day, lodging for people, the celebration aspects etc.

Other:

- 1) Assist Executive director in creating systems that keep operations running smoothly
- 2) Work with director and maintenance staff to address facilities issues that impact guests.
- 3) Supervise housekeeping employees if applicable
- 4) Take photos of each canoe group, BCM group, as well as the occasional Lakeside guest and camp activity as appropriate. Keep photo albums updated.

This position is available May to September. (Dates are flexible). This is a summer position that can include work prior to and after the busy part of the season. We desire: a) a person who is able to work more than June through August; b) for this person to commit to a minimum of two consecutive summers. Given that this is a multiple-year commitment, incentives are given each year and the monthly wage is above that of the typical summer staff position.

Though fluency in Spanish is not required for this position, there will be opportunity to use it.

As with all positions at Wilderness Wind, flexibility is important whether that be in the hours worked or needing to be away from camp for personal time or family or friend-related events.

For additional information, please see *Staff Benefits and Understandings*

Wilderness Wind Inc. is an equal opportunity employer and abides by all valid applicable nondiscrimination laws.

For more information call 218-365-5873
or email director@wildernesswind.org