

BONCLARKEN SCOPE OF WORK

Summer staff members are hired to meet the needs of all guests who attend conferences or camps at Bonclarken. Summer staff members are assigned to a specific department for the purpose of scheduling and supervision, and may be required from time to time to work in other departments as dictated by the needs of our guests. Each staff member should be capable of lifting 30-50 pounds, as job duties require.

Each staff member will receive detailed instructions regarding his or her job through on the job training or other means of education. Outlined below is the general scope of work expected in each department.

Front Desk/Office

Front desk/office staff members are primarily responsible for greeting guests upon arrival and departure. Duties include, but are not limited to:

- Checking guests in and out by computer
- Supplying information and handling messages in connection with the front desk
- Receiving payments from guests
- Recording charges and receipts on guest accounts
- Preparation and sale of meal tickets
- Assisting with preparation and mailing of contracts and forms to scheduled groups
- Assist with greeting of guests at dining room during meal hours

Food Services

The food services department is responsible for the preparation of meals for all guests who dine with us, as well as maintaining cleanliness of the dining room, kitchen, and Nibble Nook areas. Duties include, but are not limited to:

- Preparation of vegetables, meats, etc. for salad bars and hot food bars
- Preparation of dining room before meal service periods
- Cleaning of dining room and kitchen area following meal service periods
- Washing of all pots, pans, serving items, plates, glasses, and silverware
- Operation of snack shop areas during some meal service times and regular hours to include cash deposits and recordkeeping
- Assist with greeting of guests at dining room during meal hours

Guest Services/Housekeeping

The guest services and housekeeping department is responsible for the preparation and cleaning maintenance of all meeting and guest rooms. It is the goal of this department to exceed the expectations of our guests regarding these services. Duties include, but are not limited to:

- Cleaning and preparation of housing facilities including bedroom and bath areas
- Setting up and cleaning meeting rooms including common bathroom areas
- Keeping public use areas such as walkways and entryways clean and welcoming
- Reporting maintenance concerns as they arise
- Responding courteously and effectively to guest needs and questions
- Providing amenities to guests as needed or requested

Recreation and Programming

The recreation and programming department is responsible for all adventure and waterfront activities. Staff members in this department should be able to safely lift 30-50 pounds repeatedly during shifts. Recreation staff must complete mandatory two-week on-campus training at Bonclarken prior to starting work. In order to provide for the safety of guests and other staff members, each recreation staff member must provide the Director of Recreation with required certifications (CPR/AED, lifeguarding, Wilderness First Aid) **or** complete the requirements for certification during the training period. They must also successfully complete challenge course skills verification by Signature Research following the on-campus training.

Duties include, but are not limited to:

- Providing life guarding and first aid at lake and pool during 4 hour shifts
- Facilitating all adventure courses including high ropes and tower courses
- Setting up, cleaning, and facilitating paintball
- Leading groups through caves
- Using good judgment while facilitating activities in order to provide safe environment
- Encouraging guests of all skill levels in a kind and courteous manner