

JOB POSTING



GUEST EXPERIENCE COORDINATOR

FULL-TIME • PERMANENT

Position Details

Reports To: Program & Experience Director

Start Date: January 2025

Compensation: \$47,500 - \$60,000, 15 vacation days and health benefits

Location: This role offers no remote working potential. Most of the work will be done in person at our location in Port Sydney, Ontario.

About Camp Mini-Yo-We

Camp Mini-Yo-We is a Christian summer camp and year-round retreat centre located on beautiful Mary Lake in Muskoka. We host about 2,500 campers a summer and 50+ guest groups throughout the year. We have a rich history as one of Ontario's premier summer camps since we opened in 1946. Our big idea is to develop tomorrow's leaders through life-changing adventures in God's creation.

About the Position

This role is responsible for coordinating and delivering an incredible experience to guest groups from September to June. This includes schools, church groups, businesses and other organizations that are looking for fully programmed retreats on Camp property. This position leads a team responsible for hosting, activity facilitation and coordinating with our operations teams to provide great customer service.

Key Responsibilities

1. **Hosting Groups** - Be the primary representative for Camp with group leaders while displaying our values and ensuring a premium guest experience. Coordinate key aspects of a group's visit including pre-arrival communication, welcome experience, meals, activities and other scheduling components. Be present and available in person and remotely by phone to understand a group's needs and troubleshoot issues. This role involves working weekends and evening hours so as to prioritize the guest's experience. This is not a regular 9-5 position. When not hosting you will train and provide guidance to other staff and interns to take on this role.
2. **Team Leadership** - Provide coaching and leadership to staff working with guest groups including our Interns, Year-Round Staff and Spring Crew members. This role requires someone who can create a fun, encouraging and professional work environment in which our team can thrive.
3. **Activity Experience Delivery** - Assist the Lead Instructor in the delivery of a great experience during activity periods including archery, canoeing, kayaking, high ropes, ziplining, biking, tubing, cross country skiing and snowshoeing. Expertise in activity facilitation is a benefit but not required.



Vacation & Personal Days

We offer 4% vacation pay and 7 personal days to use when you or your family are unwell.



Camp Coupons For Your Friends!

Staff receive 2 coupons for 75% OFF to invite family and friends to summer camp at a reduced rate!



Your Phone Plan is Covered!

All staff receive a fixed amount per paycheck to help cover the cost of their cellphone plan.



Health, Dental & Vision Plan

Our plan covers you and your family keeping you healthy and safe.

JOB POSTING



4. **Mealtime Experience Delivery** - Assist the Food Service Team in the delivery of a great experience during mealtimes. Coordinate details such as meal times, buffet or family style delivery, set-up, dishes, lodge cleanliness and liaising with group leaders around special diets.
5. **Administration** - Assist the Guest Group Administrative Coordinator in providing quality customer service. This includes scheduling, cabin assignments, marketing initiatives and other tasks as required to ensure an organized program.
6. **Enforcing Policies & Procedures** - Ensure Camp policies, procedures and safety standards are upheld by seasonal staff and guests at all time. This includes how we run activities, emergency situations, safety protocols, etc.
7. **Communications & Relationships** - It is expected that staff members take the initiative in communication and ensure that all parties are kept informed as required. It is expected that this person will subject themselves to the lines of authority and have an appreciation for Camp's mission and vision.
8. **Summer Camp Facilitation** - While the duties of this role (1-7) are primarily focused on guest groups, this individual will also play a role in assisting the facilitation and operating of summer camps. This may include scheduling and administration, general coordination, hospitality and communications.
9. **Other Duties as Assigned** - Additional duties will be assigned to facilitate the overall objectives of the ministry. This is particularly true in July and August when we don't host guest groups.

Skill & Experience Qualifications

We are seeking someone who has a positive attitude, is highly organized, communicates well both verbally and in written form, has an attention to detail and enjoys providing above-and-beyond service to others! You must be excited to learn and develop new skills, flexible so as to adjust between duties as priorities change and enjoy working in a fast-paced environment. Other qualifications include:

- **Thrives in Customer Service & Hospitality:** This means being active on email throughout the day, willing to jump on a call to sort out details at odd hours and enjoys interacting with adults and guests of all ages. Has strong written and verbal communication skills.
- **Enjoys Outdoor Adventures:** Our mission is to develop leaders through adventures outdoors! This means you are willing to be out in the elements in all four seasons, are able and willing to participate in Camp activities. If not already trained, we could see someone in this role as benefiting from professional activity training (ACCT Level 2, Pleasure Craft Operating License, ORCA, Standard and Wilderness First Aid,).
- **Strong Organizational Abilities:** Is able to anticipate needs, prioritize tasks and keep a team focused and organized. Must be flexible and able to adjust quickly to changing priorities.
- **Proficient in Online Collaboration:** Experience with Google Workplace (Gmail, Docs, Sheets) is required to excel in this role.
- **Must have a G2 or G-level driver's license.**



Camp Coupons For Your Friends!

Staff receive 2 coupons for 75% OFF to invite family and friends to summer camp at a reduced rate!



Eat On Us When the Kitchen is Open!

Staff get lunch free when the kitchen is open for summer programs and guest groups!



Celebrate Your Birthday in Style!

Your birthday is a bonus vacation day! Take the day off to rest and have fun!



Engage In An Incredible Culture!

Join a Christ-centered team engaged in devotions and prayer, monthly all-hands meetings, team meals and fun events outside of work hours.

JOB POSTING



Personal Qualifications

We are seeking a Christian who demonstrates a maturing faith, servant leadership and a heart for children and young people. You must have a servant attitude, being helpful to all and committed to the Camp community. The person in this role must be flexible and willing to pitch in as part of the team. Applicants must be willing to sign agreement to and acceptance of Camp Mini-Yo-We's [Statement of Shared Beliefs](#) and [Community Guidelines](#).

Why You Should Work at Camp Mini-Yo-We

- **Incredible Culture** - Camp provides a fun and caring environment that is Christ-centered and includes morning devotions and prayer, monthly all-team meetings to stay connected, regular meals together on-site and fun community events outside of work hours.
- **Competitive Compensation** - We provide a competitive salary, beginning with two weeks of paid vacation, and the option to enroll in our health benefits package. You also receive paid personal days for times you are sick or need time away for an appointment. Meals are provided during work hours when programs are running and the kitchen is open.
- **Established & Experienced** - Camp Mini-Yo-We boasts a 78-year legacy of providing the best-in-class overnight experiences for kids in Canada and around the world. You will be joining a growing ministry with strong traditions, a focused mission and a passion to develop tomorrow's leaders in our campers and staff.
- **Work That Matters** - Your work will make a difference by providing the best possible customer experience for our campers, guests and the broader community.

Interested? Good...We Need You!

Send us a copy of your **résumé** and a **cover letter** telling us a little about yourself and why you are interested in the position.

The contact for this role is Adam Traux, our Program & Experience Director.

- **Email:** adam@miniyowe.com
- **Phone:** 705-385-2629 ext. 107

Leaders...

LEAVE IT **BETTER**
THAN THEY FOUND IT.

TAKE ACTION TO
HELP OTHERS.

DEVELOP TOMORROW'S
LEADERS THROUGH
LIFE-CHANGING
ADVENTURES IN GOD'S
CREATION.

Disciples...

ALIGN THEIR LIVES
TO LIVE LIKE JESUS.

MAKE TIME FOR A
VIBRANT
AND **ACTIVE**
PRAYER LIFE.

ARE CONSTATLY
LEARNING
ABOUT JESUS THROUGH
THE BIBLE.