



Job Description

Job Title: **Guest & Volunteer Coordinator**

Classification: ***Full Time, Salary, Exempt***

Reports to: Business Manager

About Westwind

Westwind is a 529 acre camp, farm and wilderness area set in the middle of the Cascade Head UN Biosphere Reserve in Oregon. Owned and operated by the Westwind Stewardship Group, Westwind is home to Camp Westwind, the Northwest Outdoor Science School, workshops, events and volunteer programs.

Position Purpose

This position serves as Westwind's lead contact with guests, volunteers and workshop/event participants. The position is responsible for recruiting new guest groups, coordinating returning guest groups, overall management of rental reservations, and ensuring that Westwind meets the wide variety of guest needs. This position also manages and trains volunteers serving as site hosts and helps coordinate onsite service learning and citizen science projects.

Essential Job Functions

- Assist Business Manager in Westwind rental program:
 - Recruit new guest groups and answer questions, give tours and build initial contracts.
 - Coordinate guest arrivals and departures, including update information on google calendar. Collect necessary documents (insurance, waivers, manifests).
 - Communicate renter needs to staff and volunteers, and arrange for additional kitchen staff, program staff and/or volunteers as needed.
 - Coordinate and schedule ferry crossing times and captain schedules for river crossings.
 - Coordinate, lead and assign site host volunteer for rental groups.
 - Oversee the welcome, check-in and check-out process of all rental groups, ensuring their successful on-site experience.
 - Provide welcome packets before and send out guest survey after rental groups.
 - Coordinate site visitors, including direct communication about arrival/departure from site; collection and filing of critical paperwork (waivers, manifests, etc.)
 - Be the primary on-call person for guest needs that cannot be handled by site host volunteer or site management staff.
- Coordinate Westwind volunteer programs, workshops and events:
 - Recruiting, training and supporting volunteers.
 - Lead in planning/coordinating Stewardship Weekends, working in conjunction with site staff needs.

- Plan and schedule weekend workshops and events, arrange staffing and update information on website and google calendar.
- Update and manage volunteer database.

Qualifications (*Preferred Education and Experience*)

- High school diploma (or GED)
- CPR/First Aid
- Experience in customer service or hospitality industry
- High proficiency with information technology, including writing/editing emails, documents, spreadsheets, texts and web pages (not programming)
- High proficiency with all interpersonal communications by phone and in person
- Positive attitude and enthusiasm for Westwind vision and mission
- Highly organized with an attention to detail

Physical Aspects of the Job

- Ability to regularly walk, carry gear (> 20 lbs) and otherwise navigate Westwind terrain while leading guests, campers, students, volunteers and staff.
- Ability to regularly work in an office environment, use computers and phones.