

JOB DESCRIPTION
Presbyterian Mo-Ranch Assembly
Hunt, Texas

JOB TITLE: Program Manager for Youth Conferences
DEPARTMENT: Program
SUPERVISOR: Director of Programs
FLSA CLASSIFICATION: Exempt
JOB CODE: Regular Full-Time

Mo-Ranch Mission Statement:

The mission of Presbyterian Mo-Ranch Assembly is to foster growth in God through Jesus Christ by sharing our unique living, learning, Christian environment.

Position Summary:

Provide support to Program Department and Conference Leadership with implementation of all conferences attending to details, coordinating with all Ranch's Departments. This person must be willing to support the mission of Mo-Ranch by presenting a Christian attitude to guests and co-workers.

Essential Functions:

Conference Organization

1. Be knowledgeable about all Mo-Ranch program offerings to respond to questions and requests through every step of the pre-, during, and post-registration/conference process.
2. Make calls and/or send emails to remind participants of pertinent information prior to arrival (e.g., deadlines for final payments, required forms, "good to know" email, etc.)
3. Coordinate the registration and check-in process for all conferences. Ensure Guest Service Agents have all conference materials needed to be distributed if program guests are checking in with GS Agents. Provide physical file of information on leadership booking, including rooming list, special needs, etc.
4. Have working knowledge of group booking software to check space availability for conference, maintain leadership booking with rooms held for leadership and meeting space, and rebook leadership booking in association with existing conferences.
5. Prepares Banquet Event Orders (BEO) including A/V and delivery requirements and ensure proper pricing and routing.
6. Be proficient in hospitality software to be able to provide manage staff folios. This includes processing reservations and housing assignments based on guest's requests and best use of available facilities (keeping in mind any special needs and proper supervision of youth attendees) and closing accounts at the end of conferences.
7. Attend BEO and other meetings to coordinate efforts for the Program Office with other departments on the Ranch. This includes supplying the Meeting Services Department with BEO requests 4 weeks prior to each event and providing a current list of conference attendees' dietary needs for Dining Services.
8. Based on Conference Tracking Sheet, drops rooms and meeting spaces per the booking policy.
9. Create and maintain both group blocks and individual reservations.
10. Assign housing within the group block to individuals or groups registering for a Mo-Ranch conference.
11. Utilize computer system to maintain reservations for conferences, receive and apply advance deposits.
12. Prepare weekly Conference Tracking Sheet. Send weekly to Director of Programs and monthly to Executive Team and coordinating departments.
13. Create and maintain reservation records for conference attendees; keep files current and up to date.
14. Organize inventory, order supplies and amenities for conferences.
15. Supply drafts of all printed material (example: men's conference booklets, shirts, etc.) for conferences to Manager of Marketing and Communications and Director of Programs for final edit and printing.
16. Prepare all conference materials (example: folders, supply boxes, name tags, room signs, etc. for conference leadership and participants).
17. Serve as the point person for the conference while the conference on Ranch. Check in with speakers/leadership, make copies, etc.

Conference Leadership

1. Be the main point of contact for all conference leadership/speakers with clear communication to the Director of Programs.
2. Working with the Program Director, obtain contract and all other signed paperwork, including background check authorization, from leadership, speakers, and small group leaders.
3. Confirm travel arrangements with leadership.
4. Communicate needs of speakers/leadership with all appropriate departments.
5. Supply the bookstore with a list of requested materials, ensuring appropriate materials are available for purchase during the conference.
6. Enter all leadership bookings into group software. Involves entering, revising, and canceling of housing, meals, special requests, and making sure that information in relevant systems is accurate at all times.
7. Balance all 'leadership accounts.' Charge out all conference expenses, including housing, meals and meeting rooms related to leadership/speakers.
8. Attend Planning Team and other meetings as requested. Some meetings may require overnight absence from home.

Other Responsibilities

1. Attends weekly department meetings.
2. As a Program Department, coordinate with Manager of Marketing and Communications to update conference information on Mo-Ranch website.
3. Builds relationships by visiting churches, attending conferences, hosting booths at events such as trade fairs, and recruiting. Overnight travel for these events may be required.

Qualification Standards:

Education:

High School Diploma or equivalent; some college preferred.
Must be able to speak, read, write, and understand English.
Knowledge and training in Christian ethics and practices.

Experience/Performance Standards:

Demonstrate interpersonal, personal, organizational and leadership skills.
Possess strong verbal, written and interpersonal communication skills.
Excellent computer skills including Microsoft Word, Excel, and Adobe Pro Software.
Demonstrate competence in learning new software needed for this position.
Ability to organize, set priorities, works independently, and meets deadlines.

Grooming & Uniform:

All employees must maintain a neat, clean, and well-groomed appearance.

Program Office staff will wear distinctive dress (designated Mo-Ranch logo shirt) on conference registration days. Nametags will be worn while on duty. Special occasions (examples: Thanksgiving, Easter) may require attire suited to the event.

Physical:

Requires grasping, writing, standing, sitting, walking, repetitive motions, hearing, visual acuity, and good speaking skills. Must be able to exert well-paced mobility to maneuver.

Must be physically able to drive a vehicle, travel by private or public transportation, and attend meetings that may require absence from home overnight.

- Must be able to meet insurance requirements of vehicle insurance carrier.
- Must be physically able to do all the functions required for normal office work and mobility at Mo-Ranch or other ranch-associated locations.

Work Schedule:

Must be able to work a schedule that includes evenings, weekends, and holidays. Regular and predictable attendance is expected.

Personal:

Good moral character and high degree of honesty, integrity, and trustworthiness.
Ability to work under stress in a fast-paced environment.
Possess and demonstrate a positive attitude to guests, supervisors, peers and fellow employees.

Other:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job, work schedule, and/or to require that other or different tasks be performed when circumstances arise (e.g., emergencies, changes in personnel, workloads, rush jobs, or technological developments).

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and understand the above and agree to abide by the duties and responsibilities of my position and this job description. Further, I agree this does not imply an employment contract and this agreement is in effect and in accordance with personnel policy. My employment may be terminated at any time with or without cause.

Employee Signature

Date

Witness by:

Date