

Deer Valley Meadows

Administration and Hospitality Coordinator Role Description

Position Summary

The Administration and Hospitality Coordinator supports the overall operations of Deer Valley Meadows by combining excellence in administrative organization with outstanding guest hospitality. This role ensures smooth communication, scheduling, and record-keeping, while fostering a welcoming and professional environment for guests, staff, and partners. The Coordinator plays a vital role in ensuring efficient operations, a high standard of service, and an atmosphere that reflects the values of the Canadian Church of God Ministries (CCOGM).

Key Responsibilities

Administration

- Manage correspondence, calendars, scheduling, and general office support.
- Prepare and distribute reports, presentations, and official communication.
- Maintain accurate records, files, and databases with confidentiality and compliance.
- Support financial processes, including invoicing, receipts, expense reports, and petty cash tracking.
- Coordinate reporting requirements and assist with policy and procedure compliance.
- Support payroll processes, verifying accuracy, and uploading data in the corresponding SW platform.
- Assist the Operations Director in developing and updating seasonal staff schedules.
- Oversee office and hospitality supply inventory, manage purchase orders and invoice processes.

Hospitality

- Serve as the primary point of contact for guests and groups from the booking process and through their stay at DVM.
- Coordinate accommodations, meals, and event logistics to ensure an excellent guest experience.
- Manage venue and campsite bookings, ensuring cleanliness, supplies, and readiness of spaces.
- Provide hospitality services for meetings, workshops, and special events.
- Handle guest inquiries and special requests in alignment with DVM's values and policies.
- Collaborate with staff to ensure operations meet Deer Valley Meadows' quality standards.

Operations Support

- Assist with seasonal staff scheduling and coordination.
- Provide hands-on operational support during peak periods and special events.
- Contribute to ongoing projects that enhance the guest experience (i.e., booking process, and operational sustainability).

Deer Valley Meadows

Digital and Communications Support *(future projects)*

- Assist in developing internal procedures.
- Provide input and effort to ensure Deer Valley Meadows' operations accurately reflect our mission, values, and programs.
- Support digital communication initiatives consistent with branding and ministry values.

Work Environment

- Contribute to a healthy, collaborative and compliant work environment.
- Hybrid Mode.
 - Primarily remote work during the off-season (Average of 3 days onsite per week, with flexibility in accordance with group bookings and hospitality requirements).
 - Increased onsite presence during peak season (May through September) and other peak operational periods.

Qualifications and Skills

- Strong organizational, communication, and interpersonal skills.
- Experience in administration, office coordination, or hospitality.
- Ability to work both independently and collaboratively as part of a team.
- Proficiency in office software and database management.
- Financial administration skills considered an asset.
- A service-oriented mindset aligned with the values and mission of CCOGM.