



Job Description

Position Title: Outreach Associate

Effective: 3/1/2025

Reports to: Director of Church Relations, Event Sales Manager

Supervises: N/A

Status: Non-Exempt; Hourly; Full-time

Essential Functions: Provide outreach support for events and church relations staff. This includes navigating guest related housing problems, following up on contracts and rebooks, and other duties related to providing excellent customer service and hospitality.

Essential Duties:

The essential duties are as follows:

Church relations:

- Follow-up on new contracts and renewals for events and conferences as directed.
- Complete rooms assignments, analyze group needs versus availability, and coordinate with key staff at other local lodging entities and private cottage owners.
- Helps groups navigate the registration process and participates in check-ins, as needed.
- Perform research on potential leads and input information into CRM software.
- Assist in outreach efforts to churches and groups through a variety of means, including, but not limited to cold calls, emails, meetings with church personnel, youth and/or families, and presbytery and congregational meetings.
- Other duties as assigned.

Requirements:

- **Education:** High school graduate or equivalency; bachelor's or associate degree preferred
- **Experience:** Proven experience coordinating complicated travel, navigating contracts, and planning events. Past participation in Montreat Youth Conferences or similar programs preferred.
- **Physical Requirements:** Must be able to stand, sit, or squat for periods of time; must be able to lift 20 lb.
- Ability to organize information and accurately record data.
- Excellent writing, proofreading, and editing skills.
- Proficiency in Office suite.
- Possess a valid driver's license and acceptable driving record.

Competencies:

- Ability to work well independently, process information, and meet deadlines.
- Ability and willingness to learn new software.
- Ability to communicate effectively.
- Ability to plan and prepare for assigned tasks.
- Ability to follow directions and work cooperatively with others. Teamwork is essential.
- Exhibit fine attention to detail.
- Ability to use critical thinking and resources to solve problems.

Employee Signature:

Date:

Supervisor Signature:

Date: