



JOB TITLE: Retreat Assistant

ORGANIZATION: C.O.R.P., Inc. dba The Retreat

REPORTS TO: Admission Coordinator/Supervisor

PRIMARY OBJECTIVE:

The primary function of the Retreat Assistant is to be additional guest and administrative support for The Retreat.

MAJOR RESPONSIBILITIES:

- Influencing the spirit of The Retreat by making regular contact with the guests and supporting all guests in following the weekly program outline.
- Work under the guidance of the Program Director to resolve conflicts, deal with crisis, concerns, or any issues that would affect The Retreat's function.
- Ensure the telephone is answered in a timely and appropriate manner; competently fielding questions and directing calls, completing Pre- Registration Interviews, giving referrals, answering general questions about The Retreat and taking messages.
- Admitting new guests, giving tours and assisting in the admissions process; including; filling out registration materials, taking payment and orienting new guests to the program.
- Work in conjunction with scheduled Retreat Assistant to have equaled shared office responsibilities and guest interaction.
- Check guest in for family and spiritual retreats. Assist with any other duties that are need by the program.
- Errands may include bringing someone to a doctor's appointment, going to the post office.
- Assisting with large mailings and keeping program materials stocked.

This job description is not intended to be an exhaustive list of all responsibilities, skills or efforts associated with this position. Each responsibility listed is important to the successful performance of this job. The supervisor may assign job-related tasks or special projects in addition to the line items contained in the job description.

DIRECT SUPERVISION

None

QUALIFICATIONS

Working knowledge of the Big Book of Alcoholics Anonymous and the Twelve step recovery program, active member in AA. Experience with an office environment and administrative tasks. Working knowledge of Microsoft Word and Excel. Basic internet navigation skills. Ability to multi-task. Valid MN Driver's License. Excellent interpersonal relationship skills in addition to conflict resolution.

CONFIDENTIALITY

Must adhere to and respect all policies regarding participant's rights, anonymity and privacy of all guests, past and present. This covers any written or verbal communications regarding a guest's identity, address and nature of their concerns.