



JOB DESCRIPTION – Office Assistant

MISSION STATEMENT:

A Christian camp glorifying God and impacting lives for Christ.

GENERAL JOB DESCRIPTION

The Office Assistant will assist in managing the day-to-day Camp main office functions, including but not limited to clerical and documentation functions, answering the phone and replying to camper and renter questions, performing various tasks in UltraCamp (the main Camp online system), performing various preparatory tasks for summer sessions and other Camp events, assisting with customer service functions, running or preparing various reports, and carrying out other office tasks as defined by the Executive Director. The Office Assistant may also be responsible for carrying out various rental group tasks (carrying out tours, recording renter payments, getting renter facility and lodging setup requirements, and other renter tasks) depending on skills and abilities. The Office Assistant may also be responsible for various tasks for running and operating the Camp store (canteen), such as updating prices, ordering stock, performing order fulfillment, taking inventory, and other Camp store tasks depending on skills and abilities. The Office Assistant will work closely with and report to the Executive Director.

As part of the front office staff, the Office Assistant is a key person in Camp Manatawny public relations, often being the first one to greet people entering or calling the camp.

MAJOR DUTIES AND RESPONSIBILITIES

Office Related:

- Assist in managing the day-to-day Camp main office functions
- Carry out clerical functions like printing things, writing letters, filling out questionnaires, making copies, and related tasks
- Answer the phone and answering emails, replying to camper and renter questions
- Perform transactions in UltraCamp (the main Camp online system)
- Record volunteer staff clearance and certifications
- Prepare and send out seasonal brochures, calendars, and posters
- Perform various preparatory tasks for summer sessions and other Camp events, such as sorting seasonal t-shirts, ordering award trophies, sending out camper birthday cards, and ordering supplies
- Assist with customer service functions
- Run or prepare various reports and letters
- Prepare and mail out mass mailings
- Prepare and mail out annual meeting ballots
- Carry out other office tasks as defined by the Executive Director

Rental Group Related (depending on skills and abilities):

- Carry out tours
- Record renter payments
- Get renter facility and lodging setup requirements/documentation

- Carry out other office tasks as defined by the Executive Director

Camp Store Group Related (depending on skills and abilities):

- Update prices
- Order Camp store stock
- Perform order fulfillment
- Taking inventory
- Carry out other office tasks as defined by the Executive Director

OTHER DUTIES AND RESPONSIBILITIES

- Assist parents, vendors, rental groups and others with financial and other questions
- Provide clerical and administrative support to management as requested
- Routine office work such as typing, copying, correspondence, answering and directing phone calls
- Monitor office supply levels and reorder as necessary
- Produce and distribute correspondence memos, letters, faxes and forms
- Provide general support to visitors
- Assist with registration and check-in at various camp functions (sometimes on Saturday)

SUMMER CAMP RELATED RESPONSIBILITIES

- Work closely with Summer Session Directors and Summer Session Office Staff prior to and during summer sessions to supply lists, petty cash and other office supplies
- Work with Executive Director and other staff to update Director Manual and Policies
- Assist with camper registrations through camp software (UltraCamp)
- Assist with camper registration process at check-in and check-out each Saturday during summer sessions
- Close out each summer session and file records

QUALIFICATIONS FOR THE JOB

Education:

High School Diploma; Associate's degree preferred

Experience:

Proven experience in business administration or in running a business office
Extensive experience with data entry, record keeping and computer operation

Skills and Competencies:

Proficiency in Microsoft Office and Excel
Excellent time management skills and ability to multi-task and prioritize work
Attention to detail and problem-solving skills
Excellent written and verbal communication skills
Strong organizational and planning skills; accuracy
Confidentiality and integrity
Proficiency with computer programs
Strong understanding of business forms and applications

Exercises patience/diplomacy in dealing with camp employees, campers, guests, and the public.
Supports the mission and vision of camp and is willing to honor its principles and practices