

# **WHITE MEMORIAL CAMP MANAGEMENT GROUP, INC.**

## Job Description

**Job Title:** Office Manager

**Classification:** Part-Time

**Hours:** PT / Non-Exempt (estimated 35 hours / week during summer and 20-25 hours / week during fall - winter)

**Report to:** Camp Director

**Salary:** \$12.00 / hour (Estimated \$15,000 / year)

### **Position Purpose:**

To further the WMC mission through information management, effective communication, and strategic workflow. Act as the "home base" for all of the action. Create an efficient and organized workflow. Support camp staff, assist in supply management, and act as the primary customer service representative. Office Manager is an integral part of the camp office team. Assist the Director in hiring Staff, coordinating with new and current user group leaders and assisting in the management of the overall camp operation at the direction of the camp director. Assist other department heads with schedules, purchases, and lend a hand as needed.

### **Essential Administrative Duties**

1. Respond efficiently, positively, and professionally to all forms of communication: e-mail, mail, telephone, fax, social media platforms, and camp tours.
2. Collaborate with the camp staff to improve programs for campers, including application/brochure materials, daily schedules, registration, and policies.
3. Maintain a variety of files and forms for the purpose of documenting and/or providing reliable information relative to camper and staff records.
4. Assist in rental reservations and camp registration management.
5. Work directly with our Accountant to track guest payments, vendor bills, and donations.
6. Assist in providing hospitality for events, Airbnb clients and helping other camp staff fill in.
7. Coordinate paperwork and administrative tasks for the summer programs; manage staff forms; and oversee the intake, screening, and management of camper information.
8. Act as the "face" of the camp. Responsible for customer service, volunteer coordination and hospitality and will Assist with networking, and setting appointments.
9. May be on call to assist with Cabin rental groups.
10. Coordinate calendars and schedules with Operations staff.
11. Assist Director in networking and communicating with clients across the state.

### **Additional Duties**

- Go on supply runs and other off-site errands.
- Lead the Registration Welcome Team for camper check-in and pick-up.
- Act as the first stop for guests, staff, and campers before they reach the Director.
- Maintain schedules and calendars.
- Assist with fundraising and marketing campaigns.
- Attend administrative staff meetings.
- Maintain clear and positive written and verbal communication with all camp staff.
- Participate enthusiastically in all camp activities, provide support and guidance to leaders.
- When needed, participate as a member of the camp staff team to deliver and supervise evening programs, special events, overnights, and other all-camp activities and camp functions.

### **Relationships:**

Reports to Camp Director and collaborates with each department head.. Work directly with the Maintenance Supervisor and Head Housekeeper in reporting safety and repair needs. Provide support for Program Directors and Camp Counselors to ensure they can successfully carry out their duties. May work alongside the Food Service Manager. Will assist in coordinating data and financial information with the accounts manager.

### **Equipment Used:**

- Fax, copier, computer, shredder, laminator.
- May be asked to assist with using Dishwasher, hand tools, and other misc equipment - with training.
- Motorized golf carts, camp truck.

### **Qualifications: (Minimum Qualifications and Experience)**

- Preferred 2 years experience working in an office environment in administrative roles

- High School Diploma or GED equivalent. (some college experience preferred).
- Able to earn certification in first aid/CPR/AED recommended. Can provide training to the right candidate.
- Must pass a background check
- Drivers License and reliable transportation

**Knowledge, Skills, and Abilities:**

- Desire and ability to work with wide range of guests and group types
- Strong computer skills. Must possess an understanding of computer systems including Google Suite, Microsoft Suite, spreadsheets, databases, basic accounting procedures, Zoom, and good business practices.
- Strong data entry and organizational skills. Ability to navigate a variety of online platforms such as Airbnb, Facebook, and ability to learn basic social apps like Slack and more
- Extreme accuracy in the input and maintenance of database records.
- Ability to learn quickly and take on new tasks.

**Physical Aspects of the Position:**

- Ability to communicate and work with groups participating (age and skill levels) and provide necessary instruction to campers and staff.
- Visual and auditory ability to identify and respond to environmental and other hazards.
- Physical ability to respond appropriately to situations requiring first aid. Must be able to assist campers in an emergency (fire, evacuation, illness, or injury) and possess strength and endurance required to maintain constant supervision of campers.
- standing, some bending, stooping, and stretching.
- Comfortable driving gravel roads to and from work.

**Additional Benefits:**

- Flexible work schedule: in off-season (Oct - March).
- Incentives: To encourage new business, WMC offers staff a 5% finders fee incentive when they get a new group to attend camp or utilizes the ropes course or facilities and drop the staffers name.
- Discounts: Staff are entitled to the Part Time Staff/Volunteer Scholarship discount which allows them to offer a discounted camp rate or cabin rental rate to a friend or family member.
- Food: receive on-site meals and lodging if the event on-site is being cooked or catered to or requires an overnight stay
- Free Training: Staff eligible for paid training in First Aid / CPR, Challenge Course Facilitation or Lifeguarding if desired.

*White Memorial Camp Management Group, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, White Memorial Camp complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. White Memorial Camp Management Group, Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of White Memorial Camp Management Group, Inc's employees to perform their job duties may result in discipline up to and including discharge*

**ACKNOWLEDGMENT OF POSITION**

By signing below, I acknowledge that I have read and agree to accept this Job Position as written. I also accept that White Memorial Camp may alter job duties and other aspects of the position at any time as needed.

EMPLOYEE SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

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