

Pilgrim Pines Office Administrator

Title of Position: Office Administrator **Supervised by:** Executive Director

Salary Range: Part time 15-20 hours a week \$20-\$25 an hour. Hours can be flexible.

These job specifications should not be construed to imply that these requirements are the exclusive standards of this position. Personnel will follow other procedural instructions, and perform any other related duties, as may be required, or amended from time to time. This will be an hourly position.

Summary Description of Position:

Handle registrations and billings for camp events and guest groups. Answer phone and email inquiries in these areas. Coordinate communications and correspondence for these areas as necessary. Responsible for payroll, paying bills and dealing with vendors for the camp. Provide administrative leadership and support for Pilgrim Pines. Must be willing to be a part of a team and willing to further the mission and vision of Pilgrim Pines Camp. Must be willing to be kind and inclusive of all who participated in the ministry of the camp.

General Duties/Responsibilities:

1. Provide outstanding customer service to camper parents, staff, volunteers, and guests.
2. Process payroll, bills and invoices
3. Work with the Executive Director to produce publicity and reports both online and in print.
4. Help manage bookings and billings for guest groups.
5. Provide assistance with phone and email inquiries.
6. Assist the Executive Director and Board with management of donor relations.
7. Process written communications as necessary. File various documents on a timely basis.
8. Sort and distribute incoming mail; prepare outgoing mail.
9. Maintain database of users, donors, and vendors
10. Maintain office equipment and technology
11. Oversight of computer security (we likely will need an outside resource to do some of this)
12. Coordination with accounting service.

Employment Qualifications:

- High School Education or GED required.
- Experience with standard office software: MS Word, Excel, Power Point, and Outlook.
- College level accounting/bookkeeping courses and/or experience working with accounting processes (cash receipts and accounts payable).
- Experience generating database reports.
- Experience working with integrated financial/operational software.
- Experience or willingness to learn camp registration/management systems

Skills:

- Strong word processing and adequate spreadsheet skills.
- Committed team player.
- Ability to plan and prioritize tasks and meet deadlines.
- Ability to accept guidance and supervision, good character, integrity and adaptability.
- Good organization and writing skills (i.e. business correspondence).
- Self-starter; able to work independently.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must be able to read typed or handwritten information and use a computer regularly
2. Must be able to hear well enough to communicate with others.
3. Must be able to sit for long periods of time.
4. Must be able to move around center camp easily.
5. Must be able to write, organize and use the phone regularly

Core Competencies:

Cooperation: Committed to a positive working relationship with the Executive Director, other staff, and all camp users; takes initiative but also checks in with supervisor about suggestions, new ideas, and concerns; acts as a team player.

Hospitality: Genuinely welcomes and greets all persons interested in the Camp in person or on the phone with a positive and warm presence; offers help and encouragement; is clear about how answers will be found to questions if answer is not known by the staff person.

Organization: Prioritizes work assignments with an ongoing and updated task list; meets deadlines; learns and applies Camp policies and procedures, prioritizing safety and health policies; is able to multitask; is able to be interrupted while working and respond positively to new or unexpected situations.

Confidentiality: Uses diplomacy and tact in all relationships; keeps appropriate boundaries of confidentiality in communicating information about other staff and all camp users; shares frustrations and concerns only with the Executive Director or Board; acts with integrity and trustworthiness as a public representative of the Camp.

Communication: Facilitates open and clear communication about the Camp's (facility/kitchen/etc) needs between staff, Executive Director, and Board; follows up on tasks promptly and updates all those who are affected.

Promotes Camp's activities and mission: Is able to articulate and support the Camp's mission and vision; is aware of and enthusiastic about the Camp's events, programs, and opportunities and ready to answer questions about and promote them; encourages new people to participate.

To apply for this position please email your resume to Executive Director Tracey Brown at pinestransitionteam@gmail.com

For questions/clarifications please email Tracey Brown at pinestransitionteam@gmail.com

*The position will remain open until the right candidate has been found but the team is anxious to fill it soon.