



Pilgrim Pines Office Manager

Responsible to: Executive Director

Compensation: \$23-\$25 per hour; approx. 20 hours/week, part-time to full-time

Job Summary: Responsible, dependable, and courteous individual who will ask clarifying questions and observe practices in each aspect of their job. Must be willing to listen, follow directions, and seek assistance when necessary. Works in the office and throughout the camp on the grounds, managing the office and completing other duties as determined by the supervisor.

Administrative Duties

- In consultation with staff, Board, and Committees, maintains the camp calendar of events.
- Process timesheets for payroll.
- Conducts initial vetting of user group inquiries, reservation process, communicates fee structure, and contract preparation in collaboration with the Executive Director, reports facilities issues and questions to supervisor.
- Maintains and updates the computer database of camp user groups, campers, and camp supporters.
- Helps maintain a calendar of proper licensing, permitting, and annual vendor contracts/inspections in collaboration with the Executive Director and Facilities Manager.
- Maintains employee files and records of membership and meetings for the Board and Committees.
- Maintains the Camp Office, buys supplies, monitors spending, maintains virtual office functions (such as Dropbox, Zoom, Calendars, Camp Brain, etc), and office equipment.
- Serves as Key Librarian, manages key distribution from the Key Library, maintains a file of key holder forms, with approval by the Executive Director.

Reception Duties

- Ensures telephones are answered properly, responds to phone requests, and greets visitors.
- Sorts incoming mail and ensures that outgoing mail is posted promptly.
- Checks incoming email and replies or forwards to the appropriate person.
- Provides clerical support to the Executive Director, staff, and Board of Directors as needed.
- Maintain a log of inquiries the camp receives to share with the supervisor and the Board of Directors.

Financial Duties

- Works with the Treasurer's guidance to manage bills and payment preparations and to track incoming bills and donations.
- Supports Treasurer with basic bookkeeping entries into QuickBooks Online.

Communications Duties

- Prepares and sends bulk mailings when needed.
- Contact current, previous, and potential user groups to encourage rebooking the camp.
- Supports the maintenance of social media posts and the website.
- Works as part of the team with other staff to further the mission and vision of Pilgrim Pines Camp, being kind and inclusive of all visitors and participants.

**Perform other duties as assigned by the Supervisor, including stepping into tasks of other positions if needed.

Physical Requirements:

The physical demands described here are representative of those required of 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.

- Ability to see and read computer screen and printed materials, and to sit and type.
- Ability to lift and move objects up to 50 pounds, and to use assisting devices or other staff to help move larger items.

- Ability to speak and listen to staff, volunteers, and guests in person and by telephone.
- Ability to walk and climb at high elevation to visit all parts of the camp facility, including climbing stairs and ladders, and uneven ground.

Minimum Qualifications (Knowledge, Skills, Abilities)

- Three to five years of work experience with demonstrated leadership, preferably in the hospitality, nonprofit, or outdoor ministries field.
- Broad knowledge and demonstrated leadership in business processes, financial, human resources, quality, customer relationships, and leadership competencies.
- Experience working with a volunteer workforce.
- Ability to provide background check clearance.
- Ability to work independently with little supervision.
- Ability to organize and prioritize effectively.
- Must hold a valid CA driver's license.

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 the 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 Site 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, Site 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.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.