

BRETHREN WOODS CAMP AND RETREAT CENTER
JOB DESCRIPTION

TITLE: Office Manager

RESPONSIBLE TO: Executive Director

PURPOSE: To provide support to the Executive Director, Program Director, and other staff to ensure that the varied office duties related to camp's operations are conducted efficiently and thoroughly for the benefit of camp's programs, events, and guests.

GENERAL POSITION DESCRIPTION: This is a full-time, year-round, salaried position based on approximately 40 hours per week including occasional evenings or weekends to provide support for events and activities. From Memorial Day to early August, Brethren Woods is primarily a summer camp for children and youth midweek and is used by rental groups on the weekends. Outside of the summer camp season, Brethren Woods is primarily a retreat facility with regular weekend use, occasional midweek groups, outdoor education field trips, and special events. The Office Manager is responsible for managing the varied office duties related to camp's operation and provides support to other staff. This includes tasks in clerical support, database management, communication, customer service, financial management and recordkeeping, administrative assistance, office equipment and supplies, website and marketing support, event planning, fundraising and public relations, and supervision. Benefits include a salary, based on experience and within the context of our non-profit environment, and a pension plan.

RESPONSIBILITIES:

1. Creates and fosters an atmosphere of hospitality and friendliness to ensure an enjoyable experience for staff, campers, and guests.
2. Customer Service and Communications
 - a. Serves as receptionist and a welcoming host in the main camp office.
 - b. Keeps office and entry area neat and welcoming.
 - c. Positively answers questions and provide accurate information on camp's ministry, facilities, programs, events, and donation opportunities to interested parties.
 - d. Manages incoming telephone calls and voicemail messages.
 - e. Collects and distributes mail daily.
 - f. Adds correct postage to outgoing camp mail and send mail daily.
 - g. Prepares camp mailings in accordance with U.S. Postal Service regulations and requirements.
 - h. Manages camp's general e-mail account.
3. Clerical
 - a. Performs various clerical duties including copying, proofreading, typing, and data entry related to camp operation.
 - b. Keeps filing cabinets neat and orderly.
 - c. Manages shared computer files.

- d. In coordination with other staff, prepares and sends out thank you letters, including receipts for contributions.
 - e. Generates or prepares reports, using database software and tools, as requested by staff.
 - f. Ensures information is provided to staff, OMT, churches, guests, families, and others in an accurate, timely, and excellent manner.
 - g. Maintains and updates camp database to ensure accuracy.
 - h. Proofreads and assists with mailings of brochures, newsletters, promotional materials, letters, and upcoming events.
4. Manages camp reservations, master calendar, and other tasks related to rental/retreat groups.
- a. Is available to greet and welcome guests during office hours.
 - b. Accurately enters reservations into camp database to generate contracts and confirmations.
 - c. Records received contracts, payments, and additions or corrections to reservations in database.
 - d. Communicates group needs related to set-up, food service, or activities to appropriate staff.
 - e. Provides pre-arrival information to groups.
 - f. Gathers paperwork for arriving group packets including event summary, group tally sheet, cleaning sheets, and Brethren Woods information.
 - g. Creates welcome signs with group names prior to arrival.
 - h. Accurately enters group numbers in conference database following events in order to generate electronic invoices and camper day reports.
 - i. Serves as on-call host for rental groups on a rotational basis (approximately once per month).
5. Serves as camp registrar and assists Program Director in tasks related to camp programs.
- a. Uses database software to set-up both camp-side and online registration for programs and events.
 - b. Handles mailed and online registrations for camp programs, including summer camp and weekend events and programs.
 - c. Sends mailed and electronic confirmations and receipts to participants.
 - d. Generates and prepares reports including rosters, housing assignments, receipts, balances due, etc., using database software and tools.
 - e. Assists with camper registration/check-in for programs, as needed.
 - f. Records payment, check camper financial records, and request payments from individuals, churches, or sponsoring groups for balances due using database software and tools.
 - g. Collects and maintains files by camp program for registrations, health forms, waivers, and other paperwork submitted by participants. Confirms received forms and sends reminders as needed.
6. Assists Executive Director in coordinating fundraising events.
- a. Generates needed documents and reports.
 - b. As requested, makes reservations, purchases, or other logistical support.
 - c. Prepares handouts, participant lists, programs, and other information.
 - d. Assists with recruiting volunteers and soliciting donations.

7. Financial Management and Recordkeeping
 - a. Manages accounts payable and receivable in cooperation with Executive Director and Director of Finance.
 - b. Enters cash and checks received into database.
 - c. Reconciles credit card gateway and database transactions.
 - d. Prepares weekly bank deposit and take to the bank.
 - e. Collects and codes camp bills for review by the Executive Director.
 - f. Submits weekly deposit reports, approved camp bills, other reports (including sales tax and rental summary by account), and any additional materials needed to the Director of Finance.
 - g. Prepares payroll, including required employee paperwork and background checks, and submit to the Shenandoah District Office for processing.
 - h. Maintains donor database with information related to financial contributions.
8. Assists in supervision and direction of additional office employees and volunteers.
9. Office Equipment and Supplies
 - a. Keeps office equipment and supplies clean and organized for ease of use.
 - b. Orders and purchases office supplies as needed to maintain inventory.
 - c. As required, submits usage reports related to office equipment to the appropriate persons.
 - d. Unlocks safe, as needed, and ensure safe is locked at the close of each day.
10. In coordination with other staff, assists with adding and updating photos and information to camp's website and social media pages.
11. Standards, Regulations, and Policies
 - a. Implements applicable American Camp Association accreditation standards and assists with maintaining accreditation, including files and documentation.
 - b. Abides by all state and local health department regulations and assists with submitting required reports (including the chlorine report) and other documentation.
 - c. Knows the contents of the Staff Manual.
 - d. Follows and enforces all camp policies and procedures, including health and safety regulations.
12. Attends weekly staff meetings held in the camp office.
13. Participates in an annual review and evaluation with the Executive Director.
14. Assists in other areas of camp operation as needed.
 - a. Weekly Retreat Center cleaning

QUALIFICATIONS:

1. Committed Christian recognizing the role and responsibilities of the position as part of the overall mission and ministry of Brethren Woods, the Church of the Brethren, and the ongoing work of Jesus Christ.
2. Exhibits a spirit of cooperation and commitment to a team relationship with other camp staff.
3. Personable style and skills in relating to staff, guests, and campers.
4. Self-motivated and flexible, with the ability to perform work, follow instructions, multi-task, and make decisions with general direction in an organized and timely manner.

5. Strong technology skills including word processing, database management, email, spreadsheets, financial software, web-based research, smart phone usage, social media, and website management.
6. Knowledge and/or experience in bookkeeping, accounting, and financial records.
7. Excellent verbal and written communication skills and the ability to communicate with individuals, groups, and congregations in the district and community.
8. Willingness and ability to learn new skills, as well as adapt and respond to varied situations that may arise.
9. At least 21 years of age, as required to assist with camper transport in case of emergency.

EDUCATION AND EXPERIENCE:

Associate degree in business, secretarial science, or a related field, and/or experience in an equivalent administrative role. Highly desire experience in a camp setting or other field where multiple responsibilities and organizational skills are needed.

PHYSICAL REQUIREMENTS:

1. Medium physical requirement including the ability to lift 10-25 lbs regularly and over 25 pounds occasionally.
2. Position requires sitting, pushing/pulling materials, writing, and typing/computer entry.
3. Walking and standing both indoors and outdoors on uneven terrain.
4. Sight and hearing is needed for communication with customers and staff and in the performance of essential duties.