



LITTLE EDEN CAMP

OFFICE MANAGER

INTRODUCTION:

Little Eden is a Christian camp which was started by a group of Mennonite men in the mid 1940's and is a member of the Mennonite Camping Association (MCA) as well as Christian Camp and Conference Association (CCCA). The camp is owned by the Little Eden Camping Association (approximately 975 members) that elects a Board of Directors to oversee the camp and its operations. The Board hires the Executive Director who then recruits and hires needed staff.

The role of the Office Manager is to provide leadership for the day to day operation of the office, supervising staff and volunteers, facilitating responses to customers and constituents, registering guests, processing guests check in and out, filing and record keeping, distributing newsletters, brochures and other forms of communication. The office at Little Eden is a key part of our ministry through which much information flows. Our vision is to create a professional, well-organized office that meets the needs of our guests in a loving and respectful manner. The service that the office provides is reflective of who we are and what we value and is the best marketing tool that we have.

JOB DESCRIPTION

OFFICE RESPONSIBILITIES:

1. Supervise office staff and volunteers
2. Respond in a timely manner to communications received by telephone, email, fax or other methods
3. Ensure that office has coverage during office hours
4. Be the point person for incoming phone calls along with Guest Services Manager
5. Check guests in and out, including procuring and processing payments
6. Along with finance director, balance receipts with money drawer and prepare deposits for the bank
7. Keep office area clean, well-organized and supplies stocked
8. Be responsible for the whole summer registration/reservation process and handle all registrations and reservations
9. Fill open summer spots by working through the upgrade list and then the waiting list
10. Maintain the filing and record keeping systems



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11. Assist with the creation, editing and distribution of newsletters, brochures, name cards, and other design pieces
12. Assist with marketing and scheduling guest groups

OTHER RESPONSIBILITIES:

1. Attend and participate in leadership staff meetings
2. Other duties as assigned by the Executive or Operations Director

QUALIFICATIONS AND EXPERIENCE:

Work Experience and Education: Experience working with people in training and supervisory capacity. Knowledgeable in Microsoft Office programs.

Skills Required: Leadership, computer literacy, ability to learn new programs easily, friendly phone presence, good people and supervisory skills, attention to detail, cheerful disposition, multi-tasking ability, can stay focused and calm in the face of regular interruptions by phones, guests and co-workers. Possess an excellent written and oral command of the English language.

1. Be able to fully support the mission statement and statement of faith of Little Eden Camp and Christ's work through this camp.
2. Be in good health – Be able to work a consistent 4-day week, 5.5 to 8.5 hours per day; be able to lift up to 20 lbs at a time; be able to move, twist, bend, reach, stack, carry and move small items; be able to do repetitive motion activities (typing, filing, folding, stickering/stuffing/sealing envelopes).