



4-H Camp Whitewood *Job Description*

Job Title: **Office Assistant**
Reports to: **Executive Director**

Position Purpose:

Office Assistant assists with financial, data management, marketing and customer service aspects of the camp office. Office Assistants are responsible for completing daily tasks and assignments individually and in a team setting while providing consistent customer service and contributing to the smooth operation of the camp.

This is a 40 hour/week seasonal position with potential for part time extension through the year.

Essential Job Functions:

1. Process camper registrations, maintaining accurate and timely records within the camp's data management system.
 - Properly and efficiently enter registrations and create scheduled reports.
 - Communicate and cooperate with Executive Director, Program Director and weekly camp directors.
 - Maintain camper privacy protocols at all times.
 - Provide registration confirmation and follow-up information to camper families via email, phone and/or mail.
2. Participate in the daily camp financial management.
 - Receipt incomes from registrations, store sales, etc. and other, and prepare deposits.
 - Pay bills as assigned.
 - Maintain up-to-date financial records within the camp's QuickBooks accounting system.
 - Prepare financial reports as requested by the Executive Director.
3. Assist with camp marketing campaigns.
 - Maintain camp's positive and professional social media presence.
 - Create and implement short-term marketing efforts.
 - Regularly update the camp website.
 - Assist with newsletters, flyers and other marketing tools including active use of social media.
 - Take and upload camp photos to website/facebook groups in a timely manner.
4. Be a professional, helpful and reliable customer service representative.
 - Answer office phones, welcome walk-in visitors and provide polite and prompt customer service.
 - Maintain flexibility and clarity when providing information; strive to provide the best possible answer in the best possible way.
 - Give camp tours to prospective camper families as assigned.

Other Job Duties:

- Contribute to verbal and written evaluations and communication as requested.
- Maintain a clean and organized work space and office.
- Assist with sales, ordering and stocking of the camp store in cooperation with camp volunteers.
- Assist in the planning of any special events at camp.
- Process and deliver camp mail to various departments.
- Assist with camp duties as needed, such as check-ins or emergency response.

Responsibility for Professionalism:

- Remain mature, professional and appropriate in all interactions with campers, parents and coworkers.
- Participate in and help foster the atmosphere of teamwork and cooperation at camp.
- Keep the campers' well-being as the first priority at all times.

Qualifications:

- Must be 18 years of age or high school graduate.
- Complete a background check.
- Pursuing marketing or business degree, or related degree.
- Must submit health history form prior to first day of work.
- Ability to interact with all age levels.

Knowledge, Skills, and Abilities:

- Familiarity with and skills in utilizing the Microsoft Office Suite, Publisher, Outlook and other software programs and social media outlets.
- Ability to relate to youth and adults in a positive manner.
- Experience or education in the development and tracking of marketing initiatives.
- Ability to communicate and work with a variety of customers, coworkers and volunteers.
- Ability to identify potential or real problems or limitations of current tasks and maintain flexibility in problem solving.

Physical Aspects of the position:

- 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.
- Prolonged sitting, some bending, stooping, hiking, and stretching, ability to lift up to 50 lbs.
- Requires eye-hand coordination and manual dexterity to perform computer, phone and other office tasks.
- Requires normal range of hearing and eyesight to provide customer service.
- Willing to live in a camp setting and work irregular hours with limited or simple equipment and facilities with daily exposure to the sun, heat, and animals such as bugs, snakes, bats, etc.

Print Name: _____

Signature: _____ Date: _____