



### Camp Michawana Office Administrator

**Key Summary & Focus:** The Office Administrator [OA] serves the purpose of reception, human resources, record keeping, contracting, accounts receivable, and the strategic development of business relationships with all Camp Michawana guests.

The OA answers to the Executive Director [ED] and will work in tandem with the ED to oversee and execute a successful office operation at Camp Michawana [CM]. The OA is responsible for overseeing, and--with guidance and oversight from the ED and Executive Committee [EC]--growing the following areas with the help of supporting staff and volunteers:

- **Coordinating guest groups**
- **Manage human resources processes**
- **Track and process accounts receivable**

#### **Key Skills/Abilities:**

The OA of Camp Michawana is to be a Christ-following, proven, self-motivated, mission-driven professional, who will work in tandem with the ED. The OA is responsible for the communication between guests and camp staff to provide an exceptional guest experience.

The GSC is to be a dynamic, spirit-filled, mature, people-positive professional with significant experience in planning, leading, record keeping, and organization. The OA needs to be highly proficient in building and facilitating relationships with current and future camp guest groups, staff, and volunteers.

#### **Key Strategic Role:**

- Working in tandem with the ED to strengthen the CM office operations and ensuring proper documentation for record keeping.

**Soul Care: Committed Christian (with spiritual transformation testimony, both past, and present), demonstrates Biblical financial responsibility characteristics, spiritual partner [mentor, confidant, Barnabas] to represent CM to donors and volunteers.**

**Key Relationships:** ED, Senior Program Director (SPD), Key Local Partners (i.e., churches, other group organizations, etc.)

#### **Role Qualifications:**

- Requires 2 years' experience in an administrative or a similar role.
- Demonstrates skills in communication, organizational systems, and financial management.
- Understands and is able to develop and implement/improve communications between CM and the guest community.
- Demonstrates skills in customer service, large and small group communications, leadership, and group work with adults, teens, and children.
- Is highly motivated with the consistent ability to meet or exceed goals while cultivating and retaining members, volunteers, and program participants.
- Possesses ability to quickly build rapport and develop deep and effective relationships with guests and others to achieve goals.

- Is consistently self-driven and goal-oriented, with the ability to set effective team and individual goals while taking ownership of results.
- Demonstrates an ability to multi-task and adapt to changing contexts and priorities.
- Possesses strong analytical and critical-thinking skills, with the ability to identify and leverage relevant data to use in planning and decision-making.
- Has ability to understand, adapt to, interact, and demonstrate influence with diverse people, teams, perspectives, and cultures.
- Is proficient in using email, internet, and other PC-based applications (e.g. Microsoft Office) with the ability to learn and adapt to new technology.

### **Essential Role Functions:**

Key duties include:

- Coordinating Guest Groups
  - Working and communicating with CM guests and support staff
    - Be the first line of communication, answering and directing phone calls
  - Facilitating development of relationships with existing guest groups
    - Ensuring that CM and our guest groups have a signed contract for the services they desire
    - Scheduling the greeting of the group upon arrival, provide orientation, and ensure CM is meeting the contracted plan
    - Communicating every detail necessary to provide an exceptional guest experience
    - Requesting feedback from groups to help improve future services
  - Strategically thanking guest groups of CM by:
    - Creating and implementing a scheduled process of communication between CM and the guest group leader. Then oversee and maintain the process.
  - Provide accurate quotes for guests by:
    - working alongside the ED to develop an adequate pricing structure
    - calculating true costs of activities based on the required amount of staff
- Manage Human Resources Processes
  - Process staff and volunteer applications
    - Ensure proper screening of potential employees, and ongoing screening of current employees
    - Proper filing of staff documents
- Track and Process Accounts Receivable
  - Record weekly income
    - Track invoices and donations, provide reports to the ED

### **Fiscal Management:**

1. Communicates regularly with ED to address fiscal shortcomings or future needs specific to guest groups that may necessitate an adjustment in the pricing structure.
2. Delivers invoices to customers for the services they received, based on contracted prices.
3. Manages group account data to follow income trends, then communicate with the ED.

### **Leadership Competencies:**

**Mission Focus:** Reinforces CM's mission, vision, and values within the organization and the greater community. Effectively communicates the benefits and impact of CM to all guest groups.

**OA Management Effectiveness:** Integrates multiple thinking processes to make decisions. Involve and utilize current CM staff, volunteers, and supporters for the furtherance in the development and execution of positive, impactful guest group relationships. Ensures the successful execution of all key essential role functions.

**Personal and Spiritual Growth:** Fosters a leader learning environment embracing diverse abilities and approaches from a strong Bible-centric focus and purpose. Creates a sense of urgency and positive tension to support people change and spiritual transformation. Has the spiritual, functional, and technical knowledge and skills required to perform well and thrive; uses best practices and demonstrates up-to-date knowledge and skills in technology and program enhancement.

**Robust Collaboration:** Builds and nurtures strategic relationships to enhance support for CM. Serves as a visible community partner in building long-term, valuable collaborations based on trust and credibility to advance CM's mission and goals. Communicates for influence to attain buy-in and support goals. Provides spiritual awareness, useful tools, and creative resources to serve the development of others.