



Louis S. Wolk JCC of Greater Rochester

Title of the position: Camp Office Administrator - Camp Seneca Lake

Department: Camp

Department Number: 61

Reports to: Director, Camp Seneca Lake

General Job Summary:

Administrative support the for the Camp office with a focus on coordination of camper registration. Provide excellent customer service and contribute to delivering on Camp Seneca Lake's mission through building positive working relationships with colleagues, camp staff, campers and their families.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential job functions.

Customer Service

- Provide positive, mature, calm presence in all communications with campers, families, alumni, friends of CSL, Advisory and staff, including: phone, email and written correspondence
- Effectively track communication and ensure timely follow-up
- Build trust with camp families through communication, follow-up and to ensure excellent service
- Screen and route phone, paper mail and email communications to appropriate personnel. Follow-up as needed

Registration

- Oversee the CSL Database CampMinder to ensure data is up to date, generate reports and track enrollment.
- Effectively and accurately conduct data entry, monitor data integrity, and post payments, cancellations, and changes
- Facilitate camper registration, applications, forms and documents in CampMinder.
- Provide reports and communicate weekly registration updates.
- Prepare and print camper rosters, registration paperwork, lists, agendas, labels, etc.

Bookkeeping

- Ensure the collection of all fees, and any other revenue generating activities.
- Maintain camp records, manage online payment systems, and reconcile registration, deposits and payments
- Provide balanced reports of all income related to camper registration



- Work with the JCC finance department to reconcile records, data, online payments, and bank accounts
- Collect, compile and organize receipts working in partnership with the JCC accounting/finance team.

Key competencies for Success:

- Proven administrative skills with the ability to efficiently and accurately handle a variety of responsibilities and a large volume of work
- Exceptional verbal communication skills - conveying warmth, enthusiasm, and an ability to build trust
- Exceptional writing skills to communicate via email and on social media.
- Exceptional organizational skills and ability to multi-task in a fast-paced office environment
- Willingness to work a flexible schedule
- Self-starter and experience taking initiative
- Positive attitude and desire to serve others

Education and Experience:

- 1 – 3 years of administrative / office experience, required
- Camp experience – as a camper and/or on a summer camp staff, preferred

Computer Skills:

- Strong computer skills –MS Office (Outlook, Excel, Word) CampMinder
 - Competency in Word and Excel is a must

Physical Demands: The physical demands described here are representative of those that must be met by 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. While performing the duties of this job the employee is regularly required to:

- Regularly required to talk or hear
- Frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms
- Occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl
- Frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus



Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform within the described work disabilities to perform within the described work environment. While performing the duties of this job the employee is regularly exposed to:

- Normal office environment
- Also periodically working in camp environment that includes
 - Interaction with youth ages 8 to 17
 - Outside environments (camp buildings, athletic fields, nature trails, waterfront)

Signatures

This job description has been approved by all levels of management:

Direct Supervisor: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date ____ / ____ / _____