



JOB DESCRIPTION

This job description is an overview of the duties and responsibilities assigned to the role identified below. It is not intended to cover every work assignment the job may have, but rather to cover those work assignments which are essential, predominant, and recurring. Responsibilities and duties may change, or new ones may be assigned at any time, with or without notice.

Job Title:	Administrative Assistant (PART-TIME)	Date:	6/18/2024
Department/Group:	Camp Weed	FLSA Status:	NON-EXEMPT
Reports To (position):	Business Manager	Market Midpoint	\$18/hour

JOB SUMMARY

The Administrative Assistant serves as the front office receptionist, answering phone calls and providing a warm welcome to guests, and assists with guest reservations, camper registration, and logistics coordination. Will support other areas of camp and conference operations as needed.

KEY RESPONSIBILITIES

- Handles inquiries related to reservations, event bookings, service requests, complaints, and general information about the camp and conference center, ensuring prompt and courteous responses to meet guest needs and exceed expectations.
- Serves as the secondary contact person for event planners. Will be assigned groups to serve as primary contact.
- Opens and closes facilities before and after groups as requested by the Housekeeping Supervisor.
- Assists with guest check-in and check-out procedures, including processing payments, issuing room keys, and providing information.
- Stays in contact with past and present guests of the camp encouraging them to continue to use Camp Weed's facilities.
- Serves as the first point of contact for onsite guests and coordinates telephone coverage with Business Manager.
- Provides property tours to potential guests.
- Responds in a timely manner to communications received by telephone, email, fax or other methods.
- Maintains the filing and record keeping systems of guests, as directed by the Business Manager.
- Communicates regularly with other departments to ensure exceptional customer service for guests.
- Assists with maintenance of social media and website.
- Provides secretarial support to the Business Manager and Executive Director.
- Proofreads and edits documents.
- Assists with food service and housekeeping during guest groups and summer camps, as needed.
- Provides office coverage in Business Manager's absence.
- Provides exceptional Christian hospitality and customer service to guests, responding promptly to inquiries and complaints and addressing any concerns related to housekeeping, set-up, or general guest services.
- Follows all safety procedures, including MSDS, blood borne pathogens, use of PPE, etc.
- Provides hands-on support to other departments as needed and assists with special projects as needed.

ROLE QUALIFICATIONS

EDUCATION & EXPERIENCE

REQUIRED

- High school diploma or GED
- At least two (2) years' experience in the hospitality industry, customer service, events management, or other related field.
- Strong working knowledge of all applications of Microsoft Office.
- Ability to effectively use/learn customer relationship management systems (e.g., CampBrain), design and web development software, other software systems, and social media platforms (e.g. Facebook and Instagram).
- Effective written and verbal communication skills
- Strong attention to detail
- Strong analysis and problem-solving skills
- Effective customer service and hospitality skills
- Safe Church certification

PREFERRED

- Associate's and/or bachelor's degree in hospitality management, business management, or similar field
- Understanding and appreciation of the Episcopal Church and sincere desire to carry out its mission

KEY COMPETENCIES

- **Leadership:** ability to handle tasks and work independently and intentionally develop and utilize positive and ethical leadership traits.
- **Creative Thinking:** ability to demonstrate conceptual creative thinking, taking an idea and visualize/describe the opportunity, then recognize the potential fit with culture and product lines
- **Integrity and Ethics:** ability to gain the confidence and trust of others through honesty, authenticity, taking responsibility for own actions, and telling the truth.
- **Accountability:** ability to act with a clear sense of ownership; takes personal responsibility for decisions, actions, deliverables, and failures; establishes clear responsibilities and processes for monitoring work and measuring results; embraces experimentation, creativity, and positive change.
- **Team Orientation and Collaboration:** ability to successfully build and maintain collaborative relationships to work effectively together as a team through shared responsibility, respect, and empathy to complete a shared goal for a common good.
- **Mission/Goal Orientation:** ability to define issues and focus on achieving workable solutions consistent with fulfillment of church mission and consistent with the church's ministry process.

WORKING CONDITIONS/EQUIPMENT USE

- Ability to work nontraditional hours, including every other weekend and occasional evenings.
- Ability to be ambulatory in a camp setting
- Valid driver's license with proof of insurance
- Must be able to lift up to twenty-five (25) pounds
- Frequent use of office machines to include telephone, computer, printer, handheld radios, and golf cart.