



## **Office Manager**

### **Hours per Week:**

It is expected that an average of 35-40 hours of work will be completed per week.

### **Job Description:**

The Office Manager is the central hub for the entire operation of the camp. This staff member must have good organizational skills, willing to communicate with other staff and guests, talk on the phone, have good skills with email and basic Microsoft programs such as Word and Excel, while also ensuring quality guest services to all groups and inquiries.

### **Reservations**

- Talking on the phone or respond via email about retreat inquiries.
  - o Requires being familiar with the facilities, rates, and activities at CRC.
- Scheduling and giving tours to potential groups.
- Gathering information for upcoming retreats.
  - o Final numbers, food allergies, set up needs, other requests.
- Communicating weekly group needs with the rest of the staff.
- Rebooking Retreats for the following year and providing contracts in a timely manner.
- Billing and collecting money
  - o Shared responsibility with Camp Director
- Coordinating with groups throughout the year and being a good communicator.
- Quoting rates and packages
- Proactively managing the retreat calendar.

### **Weekend Retreats**

- It is expected that all staff members will rotate turns hosting retreat groups and helping in the kitchen.
- Expect to host/work an average of one weekend per month. As needed, this could increase. Weekend work is properly communicated in a timely manner to allow personal events and planning to happen.

### **Summer Programs (Camp Season)**

- Processing camp registration forms
- Sending out confirmation letters
- Keeping an accurate list of total campers, campers per week, cabin requests, who owes money, food allergies etc.
- Submitting honorariums for counselors, speakers, nurses to the bookkeeper.
  - o Done with the Camp Director

### Administrative Tasks

- Monitoring the phones
- Sorting mail
- Managing purchases orders for other staff members
- Keeping an accurate “Bills Due List” while communicating with the bookkeeper.
- Filing bills with payment stubs
- Collecting and submitting payroll hours
- Monitoring office supply levels
- Weekly deposits
- Receipting donors
- Help keep a clean and presentable work space, both inside and outside the office.

Camp responsibilities also include any tasks assigned by the Executive Director.