



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

Job Title: **Office Assistant**

CAMP JORN YMCA

Status: P/T

Reports to: Office Manager/Senior Program Director

Revision Date: March 2018

#### **POSITION SUMMARY:**

Responsibilities of this position are program registration, customer service, camper and family correspondence and billing, form management, computer database maintenance, and tracking camp related income. This position will also have receptionist and clerical duties.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Support camp registration process through inputting registrations, providing follow up correspondence and tracking all forms.
2. Provide accounting and financial reports for camp.
3. Maintain database with current information.
4. Support the trading post operation through sales, inventory, reporting, weekly reconciliation, refunds and related procedures.
5. Answer phones and welcome guests.
6. Provide administrative support to all areas of camp as requested.
7. Live by and instill YMCA values of respect, honesty, caring and responsibility as a Camp Jorn YMCA professional.
8. Other duties as assigned.

#### **QUALIFICATIONS:**

1. Strong communication, customer service and problem-solving skills.
2. Able to handle multiple tasks, work well in a team setting and be detailed oriented.
3. Knowledgeable about office processes and procedures.
4. Computer expertise including Office software and camp database software.
5. CPR, First Aid certifications required.
6. Good character, integrity and adaptability

#### **KNOW HOW**

The incumbent must possess effective communication, customer service, time management and organization skills. Superior interpersonal relationship skills, writing and verbal skills are essential. Incumbent must be computer literate and be able to learn and use our current software systems. Incumbent must possess a positive and professional attitude. This position will be evaluated based on program growth and camper/parent satisfaction with registration and communication processes. The incumbent will be held accountable for accurate financial reporting and information.

**WORK ENVIRONMENT & 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 use a computer for extended periods of time and be able to communicate using a computer and phone.
- The employee frequently is required to sit and reach and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

**SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_