



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

## **Camp Jorn YMCA**

Job Title: **Office Manager & Registrar**

FLSA Status: Non-exempt

Salary: Negotiable wage of \$36,500-40,500 dependent on incoming skills, experience, and qualifications

Reports to: Executive Director

Revision Date: 7/12/2022

Leadership Level: Leader

Primary Function/Department: Registration/Office

### **POSITION SUMMARY:**

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Office Manager at Camp Jorn YMCA maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Office Manager promotes camp and events and responds to customer and staff member needs.

### **OUR CULTURE:**

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### **ESSENTIAL FUNCTIONS:**

- Responds to the individual needs of the other person.
- Manages the overall registration process for day, resident, and family camps.
- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to camper retention. Maintains cleanliness and organization of the office and lobby area.
- Supports the trading post operation – store accounts and refunds.
- Provides executive level support to the Executive Director.
- Conduct interviews and/or tours responsive to the needs of prospective campers.
- Develops and maintains positive relationships with volunteers, campers and families and supports the Y within the community.
- Serves others by intentionally welcoming, connecting, and supporting campers, staff, community members, and inviting them to get involved and give back to the community.
- Handles and resolves registration concerns and informs supervisor of unusual situations or unresolved issues.
- Provides administrative support for the Annual Strong Kids Campaign and Special Events
- Responsible for data management within the scope of Camp Minder & eTapestry (campers, alumni, donors, other)
- Applies all YMCA policies dealing with registration and office management.
- Manage paper or electronic filing systems, record information, update paperwork, and/or maintain documents such as program records or other correspondence
- Provide customer service to current and/or prospective program participants, as needed
- Assist with planning and execution of special events and activities



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- Accurate and timely completion of all tasks (data entry, generating letters/memos/announcements, handling phones, sorting and distributing mail, recordkeeping, inventory, etc.)
- Assist with daily activities that support the operations of defined programs, including administrative support, scheduling, etc.
- Assist team in meeting deadlines for inputting required data upon request
- Organize, order, and set up supplies, materials and/or other resources to ensure program activities run smoothly, including developing and/or distributing program materials and information as needed
- Complete and maintain inventory of office equipment and/or supplies and follow-up on repairs and replacement of equipment
- Uses discretion and independent judgment in handling confidential and sensitive information.
- Accurate and timely completion of all tasks (data entry, generating letters/memos/announcements, handling phones, outgoing messaging, preparing, sorting and distributing mail, recordkeeping, inventory, etc.).
- Process and monitor mail, including bulk mailings
- Put in print requests as needed for forms and stationery. Request materials from other departments as needed.
- Coordinates ordering of staff name tags, business cards, and office supplies for all departments.
- Provides support for all fundraising/development/campaign endeavors
- Data entry and integrity: biographical data collection, entry, correction, merging of records, report generation
- Gift processing: administers all details related to receiving, recording, tracking and documenting donations, grants and pledges including cash, check, credit card, online, recurring, corporate matches, pledges, and payroll deductions
- Donor acknowledgement and stewardship prepares and mails receipts, thank you/acknowledgement letters, pledge reminders, invitations, and other mailings
- Support marketing efforts including internal and external communications, social media, public relations, advertising, and brand awareness.
- Updates website content, including information, images, calendar content, schedules, graphics, etc., according to the changing needs of the Camp.
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#### **LEADERSHIP COMPETENCIES:**

- Values
- Relationships
- Inclusion
- Decision Making
- Engaging Community

#### **QUALIFICATIONS:**

- Previous customer service, office management or related experience.
- CPR/AED and First Aid Certifications required within 30 days of hire.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Excellent knowledge of computers, database management and some basic IT.

#### **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/smart device.



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- 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: \_\_\_\_\_

Please submit resume and cover letter to [dennis@campjornymca.org](mailto:dennis@campjornymca.org)

Job will be posted until position is filled.

Competitive salary and complete benefit package including health & dental insurance, Y Retirement, Vacation and PTO.