



JOB DESCRIPTION | Office Manager

PURPOSE

The Office Manager works closely with the Columbus office to coordinate the logistics of camper and staff arrival, departure, and on-site needs, as well as communication with families and others outside the Camp Akita gates. The Office Manager supports the mission and goals of Camp Akita by striving to create an environment in which campers and staff are supported and prepared for a fun and reflective session, as well as a platform to share memories beyond their time at camp.

RESPONSIBILITIES

Office Manager responsibilities should be performed in coordination with the Staff Director, who will provide guidance and direction.

During Staff Training

- **Overview the job.** Discuss the daily schedule and expectations of the Office Manager with the Staff Director as well as the Director of Akita Operations (Columbus office).
- **Listen and participate.** Actively participate in staff training sessions. Arrive on time, ask questions, and think about how you will use what you learn during your daily work during camp.
- **Build relationships.** Spend time getting to know fellow members of the Akita Staff.
- **Create your team.** Get to know the Director of Akita Operations (Columbus office), the Staff Director, and the Head Counselors. Explore your individual gifts and leadership styles and communicate about best ways to work together.
- **Plan for the summer.** Work with fellow staff members to create plans for smooth communication flow. Meet with the Director(s) who run Camp Akita's year-round social media accounts to coordinate, learn about, and take over camp's social media presence.
- **Columbus office training.** Work with the Director of Akita Operations (Columbus office) to learn how to use the camper database and prepare for check-in and return procedures.

During summer

- **Weekly Tasks**
 - **Camper Arrival Information.** Provide Counselors, staff, kitchen staff, and nurse with important camper information prior to arrival each session. This includes "Camper Notes" (medical profiles) and cabin lists. Change and update lists as necessary. Post current cabin lists in emergency locations around camp.
 - **Late arrivals & early departures.** Use CampSite and information from the Columbus staff to create a list of late arrivals/early departures. Alert staff and campers on logistics, communicate with parents, and greet parents when they arrive.
 - **Lost and found.** Gather any camper lost and found, wash it, label it with the session, and return it to the church with the Departure crew.
 - **Camper Departure Information.** Organize bus lists, assign Counselors to buses, provide Counselors with the camp cell phone, ensure medication boxes and any other information for the Columbus staff is on the bus or with the Departure crew.
 - **Blog, social media, and photography.** Attend full-camp events and take photos. Post photos and updates to the camp blog (accessible to camper families). Add content to Facebook and Instagram to connect with the wider community. Respond to posted questions or comments as needed. Work with the Videographer for creative posts as needed.
 - **Receipt management.** Organize credit card receipts and ensure they return to the Columbus office after each session.
 - **Other.** Be open to other tasks around camp, including delivering t-shirts to cabins, alerting staff to camper birthdays, and other tasks that communicate necessary information and enhance the camp experience.



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- **Customer Service.** Provide excellent customer service and courteously answer questions from parents on the phone and on social media. Forward issues to the Camp Director or other appropriate staff member as required. Enter notes into the camp database if needed.
- **Liaison to the Columbus office.** Assist with organizing and communicating relevant camper information through CampSite. Communicate regularly with Director of Akita Operations (Columbus office) on changes to camper information, including unexpected departures.

RESPONSIBILITIES OF ALL LEADERSHIP TEAM MEMBERS

- **Participation.** Attend all full-camp activities and participate actively, modeling enthusiasm and love for the full-camp community.
- **Leadership Team Meetings.** Attend daily team meetings and share information that's important for the full group.
- **Counselor.** When needed, step in to serve as a Counselor in a cabin with enthusiasm and compassion.
- **Driver.** May be required to hold a valid driver's license, complete a vehicle operation observation administered by the Camp Director, and drive a camp-owned vehicle to transport staff and campers.

RESPONSIBILITIES OF ALL STAFF MEMBERS

- **Behavior.** Act as a leader to the campers by modeling good behavior and leadership skills.
- **Be a teammate.** Be prepared to step into a different role (such as a "floater") due to staff shortages, unique circumstances, or changes in needs. Be helpful to other staff members and act in ways that support the full-camp community.
- **Cabin care.** Maintain a clean and respectful living situation in your cabin.
- **Health & rest.** Keep track of your personal health, get enough sleep, and ask for help when you need it.

PHYSICAL REQUIREMENTS

To physically perform this job, staff must be able to:

- Regularly spend long periods of time sitting on seats and on the ground, both indoors and outdoors.
- Regularly move from sitting to standing positions effortlessly.
- Regularly spend long periods of time standing and walking.
- Regularly walk and hike on uneven surfaces, up and down stairs, and up and down steep inclines.
- Regularly spend long periods of time outdoors in weather conditions including heat, sun, and rain.
- Regularly sleep in a shared open-air cabin.
- Regularly eat while sitting at a shared table or on the ground.
- Regularly use hands and fingers to handle, control, manipulate, carry, or feel objects.
- Regularly see details of objects that are less than a few feet away.
- Regularly read, write, interpret, and respond to words printed in English.
- Regularly speak, listen, interpret, and respond to words spoken in English.
- Occasionally lift 25 pounds.
- May occasionally ride in a vehicle, including a school bus, for up to 90 minutes at a time.
- Must comply with First Community Church policies regarding vaccinations, including COVID-19 vaccines, prevention, and care. Policies may include receiving a full dose of the COVID-19 vaccine prior to beginning employment. While living on-site, policies may include testing or quarantining when necessary.