



JOB POSTING

The mission of Gracefield Christian Camp and Retreat Centre (GCCRC) is to invite all people to experience the loving presence of the living God, in creation, in Christ and in Christian Community.

Position: Office Administrator

Reports to: Managing Director or Operations Manager (under review)

Time Commitment: This position is full time (40 hours per week) from June through August. Some flexibility in hours of work is necessary will regularly include weekends.

Position Summary

The Office Administrator is critical not only to the efficient day-to-day operation of the camp but also as an ambassador for the camp's mission and ministry through his or her many interactions with the public, guests, campers, and suppliers. While this position reports to the Managing Director, most of the work is done independently. The Office Administrator is responsible for a wide variety of functions including answering inquiries submitted through phone, email and the web; assisting guests; directing volunteers; registering individuals and groups for stays at the Camp; communicating with the bookkeeper; receiving payments; ordering food and supplies; processing mail; and maintaining electronic and paper files.

Duties and Responsibilities

Working with the Bookkeeper

- Gathering and passing on all of the information required by the bookkeeper. This includes:
 - Customer registration information
 - Supplier bills
 - Employee information and time sheets
 - Donations and grants received
- Making bank deposits at the Caisse Populaire Desjardins in Gracefield

Administration

- Receive and respond to phone calls, website inquiries, emails, and in-person inquiries at the Camp.
- Request and respond to any service calls, deliveries and events such as: food delivery, water testing, propane delivery, snow plowing, road maintenance, garbage and recycling collection, septic tank pumping, fire alarm/extinguisher and emergency lighting inspection, kitchen/health inspections, first-aid/AED kits, courier deliveries and power outages.
- Pick up and process all incoming mail.
- Administer the camp's postal meter, printer/photocopier, payment terminal, computers, and internet connectivity and liaise with the various service providers as and when required
- Maintain a record of guest surveys and any comments and complaints (in-person, phone, email) and follow up and/or escalate to the Managing Director as required
- Maintain all mailing lists and contact information databases

Office Administrator

- In consultation with the Managing Director, administer the children's summer camp registration software (currently Camp Brain) to ensure all records are accurate and up to date and that the software meets client and user needs
- Retain all guest files including allergy and health information
- As directed by the Managing Director or their designate, ensure all information on the website is up to date and accurate
- Schedule and lead tours of facilities with potential clients
- Assist with the creation and distribution of promotional material including web content, posters and brochures
- Assist with the preparation and distribution of guest email communication and newsletters

Reservations/Registration

- Prepare quotes for potential guests and explain available facility and pricing options
- Make reservations for guests, requesting all pertinent information and in some cases deposits
- Ensure all food requirements, allergy and dietary restrictions are communicated to the Head Cook, and facility needs to the maintenance and housekeeping staff
- Confirm reservation details approximately three weeks in advance
- Maintain a detailed calendar for reservations showing client, numbers, price etc.
- Issue receipts to guests for payments
- Welcome and direct clients to rooms or lodges

Other duties as required

Qualifications

- Good English and French oral and written communication skills.
- Detail oriented and works with a high degree of accuracy
- Highly organized and flexible
- Ability to multitask and meet changing deadlines
- Must be self directed and able to complete projects with limited supervision
- Maintains staff and client confidentiality
- Ability and confidence to learn and become proficient with new software
- Proficient in use of personal computers, Gmail and standard MS Office Suite programs, especially Word and Excel
- Valid driver's license (access to a personal vehicle preferred but may use camp's 4x4 truck as well)
- In accordance with the Leading with Care policy of the Presbyterian Church in Canada, the screening of adults involved in ministry with children and youth includes completing a teacher-leader form, an interview by two people, a reference check and a Police Records Check.

To Apply

- Email the Camp's Managing Director at director@gracefieldcamp.ca
- Call the Camp at 819-463-2465