

One Heartland Job Description 2022 Administrative Assistant

Job Summary

Under the supervision of the Registration & Travel Coordinator and/or Program Director, the Administrative Assistant supports overall logistics of camp to ensure the safe and successful operation of the summer camp season, including but not limited to aiding in completion and organization of camper paperwork, assisting with parent/caregiver communications including responding to questions via call/text/email, and supporting the logistics of camper arrival, departure, and travel days.

This is a full-time, summer seasonal position (early May-mid August), with availability to negotiate alternative hours and/or remote work for the month of May. On-site housing available. Pay rate is \$600 per week with room and board provided.

Principal Responsibilities & Essential Functions

- Review camper paperwork and communicate with parents/caregivers and/or campers if paperwork is incomplete or more information is needed prior to beginning of a session
- Work with the Registration & Travel Coordinator and Medical Staff to print and organize medical paperwork for campers, ensuring all paperwork is submitted & complete (considering allergies, medication, & history)
- Assist with the preparation of camper information for counselors/cabin staff, such as rosters and accommodation information
- Act as a liaison between the Registration & Travel Coordinator and other camp staff to monitor, filter and address phone calls and emails from parents/caregivers, addressing questions/concerns as appropriate and within scope of expertise
- Utilize camp's software system to locate and draw reports and data as necessary to support daily operation of camp
- Work as part of a team, supporting other team members and projects as needed, including assisting with camper arrival, departure, and travel days
- Responsible for answering camp phone on travel days (including some evening hours to assist parents/caregivers with camper arrival and/or departure delays)
- Ensure the following of all One Heartland staff and facility policies and procedures as well as all health and industry regulations such as state of Minnesota and ACA (American Camp Association) standards
- Work together with other staff to ensure assigned work areas and equipment are safe for use
- Act in a professional and friendly manner to ensure positive relations with participants, families, community, volunteers, visitors, and staff

Qualifications

- Comfort navigating new software and ability to learn/navigate software & locate/draw reports & data
- Ability to maintain confidentiality regarding organizational, staff, and camper information
- Highly organized, logistically minded, participant-focused, and safety conscious
- Strong interpersonal communication/relational skills when working with children, young adults, parents/caregivers, and other professionals
- Ability to collaborate and communicate effectively with peers
- Strong time & task management skills and the ability to work independently
- Connection to or knowledgeable about one or more of the communities we work with (LGBTQ+, HIV/AIDS) and most importantly a commitment to respectfully work with, and honor the identities and experiences of, our participants from these communities
- Commitment to active inclusion and making sure everyone feels welcome and celebrated
- Commitment to stewardship and conservation by using resources effectively and efficiently

Preferred Qualifications

- Prior experience with one or more of the communities we work with (LGBTQ+, HIV/AIDS)
- Prior work or volunteer experience in customer service, customer/client communication, or administrative support

Physical Requirements

- Ability to read, write, type, and navigate programs and websites on a computer
- Ability to read and sort written documents
- Ability to communicate clearly with and understand others via telephone call
- For those living on-site: able to move about camp indoors and out and ability and willingness to live in camp setting with daily exposure to the sun, heat, and animals such as bugs, snakes, and spiders

Frequently cited statistics show that women and members of structurally marginalized and/or underrepresented groups apply to jobs only if they meet 100% of the qualifications. One Heartland encourages you to break that statistic and apply. No one ever meets 100% of the qualifications. We look forward to your application.