

## **One Heartland Job Description Administrative Assistant**

### **Job Summary**

Under the supervision of the Program Director, the Administrative Assistant supports overall logistics to ensure the safe and successful operation of the summer season, including (but not limited to): the completion and organization of paperwork, assisting with parent/caregiver communications including responding to questions, and assisting with the logistics of participant arrival and departure. 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**

- Attend training sessions as required during staff orientation addressing the development of safe, fun, diverse, inclusive, and equitable participant outcomes and experiences, as well as position-specific training prior to the start of the camp season
- Review participant paperwork and communicate with parents/caregivers/participants regarding missing, incomplete, or incorrect paperwork, ensuring all paperwork is submitted and complete prior to participant arrival
- Monitor, filter and address incoming phone calls, texts, and emails, addressing questions or concerns as appropriate and within scope of expertise
- Assist with other outgoing calls, emails, and communications to staff/parents/caregivers/participants as needed & within scope of training
- Work with the Medical Staff to print, organize, and prepare medical paperwork and forms for participants in advance of each camp session, and ensure paperwork is filed appropriately following each camp session
- Support the logistics of participant arrival and departure, including:
  - Preparing and organizing check-in and check-out paperwork, reports, and supplies
  - Acting as a liaison between the Registration & Travel Coordinator and other camp staff to distribute needed information to the correct staff to prepare for arrival/departure
  - Answering camp phone on travel days (including some evening hours to assist parents/caregivers with participant arrival and/or departure delays)
- Utilize camp's software system to locate and draw reports and data as necessary to support daily operation of camp, including preparing and distributing needed information to other camp staff such as rosters or accommodation information
- Other tasks related to camp's software system, including (but not limited to): updating data, logging phone calls & emails, and uploading/reviewing documents relevant to participant registration
- Retrieve, organize, and disperse all incoming mail/packages
- Work as part of a team, supporting other team members and projects as needed, such as (1) assisting with logistics of staff arrival and departure, (2) providing occasional support with participant care when needed, & (3) contributing to the upkeep of shared spaces, such as assisting with clean up after dinner
- 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 kept clean, organized, and safe for use

- Act in a professional and friendly manner to ensure positive relations with participants, families, community, volunteers, visitors, and staff

### **Qualifications**

- Prior work or volunteer experience involving customer service, customer/client communication, or administrative support
- Comfort navigating new software and ability to learn/troubleshoot software & locate/draw reports & data
- Demonstrated strong interpersonal communication/relational skills when working with children, young adults, parents/caregivers, and other professionals, including by phone, email, and in person
- Strong time & task management skills and the ability to work independently
- Ability to maintain confidentiality regarding organizational, staff, and participant information
- Highly organized and logistically minded
- Ability to collaborate and communicate effectively with peers
- Commitment to stewardship and conservation by using resources effectively and efficiently
- Connection to or knowledgeable about one or more of the communities we work with (LGBTQ+, HIV/AIDS, currently or formerly unhoused) along with a commitment to respectfully work with, and honor the identities and experiences of, our participants from these communities
- Demonstrated commitment to diversity, equity, inclusion, and anti-racism

### **Preferred Qualifications**

- Prior experience with one or more of the communities we work with (LGBTQ+, HIV/AIDS, currently or formerly unhoused)

### **Physical Requirements**

- Ability to read, write, type, and troubleshoot 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

Working as a member of the One Heartland team is a unique, exciting, and demanding opportunity. Fostering our community requires hard work, long hours, and significant commitment. Staff must maintain high levels of energy, patience, professionalism, and compassion. This intense work requires stamina and dedication. The result is an incredibly rewarding job transforming the lives of young people, families, and often one another, too.

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.