



Admin Lead

Job Description and Expectations

In addition to the below expectations for the Admin Lead, all Covenant Harbor summer staff must meet the [General Summer Staff Expectations](#) and agree to the [Summer Staff Covenant](#).

Job Description

The Admin Lead's primary responsibility is to work with the Youth Ministry Team to excel at serving campers, parents, staff and guests by providing timely and accurate information. He/she must readily be available to assist with parent concerns while ensuring accurate distribution of information. Additionally, the Admin Lead directly supervises the Admin Team. Along with several year round staff, the Admin Lead trains, supervises, coordinates and cares for the Admin Team.

Expectations

- Work with Admin Team and year round Program Registrar to prepare for all camper check-ins and check-outs.
- Work with the Youth Ministry Team to refine the parent communication plan and help with training summer staff into that system.
- Learn and implement inventory control systems and run the Camp Stores while helping campers to manage their canteen money and make good decisions.
- Coordinate with the year round Housekeeping and Guest Services team to refine a lost and found system.
- Input and update merchandise sales, camper updates, account information and any necessary follow up into camper accounts in our administrative software.
- Develop, carry out and input camper and parent follow up and feedback forms. Communicate feedback with Program Leads and the Youth Ministry Team as appropriate.
- Assist Youth Ministry Team and Program Leads with financial records, correspondence with parents and churches, camper registration, closing day organization and opening day facilitation.
- Receive, manage, and respond to phone, email, and social media messages from camper parents.
- Serve as main person on-call for after-hours parent emergencies when the camp office isn't open.
- Accommodate and organize late check-ins and early check-outs as requested by camper parents.
- Train staff in the Camp Stores.
- Organize, distribute and collect camper mail and emails.
- Support the many administrative and organizational aspects of camp.
- Manage your schedule, meet deadlines for projects, and plan your daily tasks wisely. Be early to the activities you are running, especially for free time.
- Set an example for Admin Team members that is positive and above reproach.
- Build a positive rapport with campers and parents.
- Assist with program activities as able and required.

Requirements

- Be at least 20 years old by May 28, 2021.
- Be available to live onsite at Covenant Harbor from May 28 to August 12.
- Experience and skills in interacting with elementary, middle school, and/or high school students.
- Experience in Microsoft Office and Google Suite, and aptitude for learning online administrative systems.
- Confident and professional in written and verbal communication.
- Excellent administrative skills.
- Ability to pass a background check.
- Strong interpersonal, communication, and leadership skills.
- Must be able to participate in potentially strenuous physical activities.
- CPR and First Aid certifications are preferred, but not required.