



Admin Lead

Job Description and Expectations

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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. They must be readily 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.

Supervised by: Program Director

Supervises: Admin Assistant and Admin Assistant (Day Camp)

Specific Expectations

- Work with the 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.
- Lead and supervise the Admin Assistant and Admin Assistant (Day Camp) and communicate clearly with them as you offer guidance, correction, advice, and encouragement.
- Conduct mid-summer and end-of-summer conversations with other summer staff, possibly including the Admin Assistant and Admin Assistant (Day Camp).
- Learn and implement inventory control systems and run the camp stores while helping campers to manage their canteen money and make good decisions.
- Help train other summer staff in various areas, including parent communication and assisting in the camp store.
- 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 of summer organization, and opening day of summer facilitation.
- Receive, manage, and respond to phone, email, and social media messages from camper parents.
- Organize, distribute, and collect incoming and outgoing camper mail and emails.
- Serve as the main person on-call for after-hours parent emergencies when the camp office is closed.
- Accommodate and organize late check-ins and early check-outs as requested by camper parents.
- Support the many administrative and organizational aspects of camp.
- Lead a discipleship group of counselors and support staff, as directed.
- Manage your schedule, meet deadlines for projects, and plan your daily tasks wisely. Be early to your commitments, especially when running the camp store during free time.
- Build a positive rapport with campers and parents.
- Assist with program activities as able and required.

Requirements

- Be at least 21 years old by May 20, 2022.
- Be available to live onsite at Covenant Harbor from May 20 to August 11, 2022.
- Experience and skills in interacting with elementary, middle school, and/or high school students and their parents.
- 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.
- CPR and First Aid certifications are preferred, but not required.

General Expectations for All Summer Staff:

- Cultivate a growing, healthy, and mature personal relationship with God.
- Be flexible. The nature of camp is that things come up unexpectedly and plans must be adjusted. Be willing to shift as directed by supervisors.
- Form positive, caring, healthy, appropriate relationships with supervisors, peers, and campers. Get to know others as individuals and walk alongside them in the temporary community of camp as they determine their next right step of faith.
- Be positive and look for the best in people, situations, and camp.
- Actively supervise campers. Manage risks and discern what is best for campers and for yourself. Make wise choices to keep campers physically, emotionally, and spiritually safe at all times.
- Manage and redirect camper behavior, mediate conflict, and help guide campers to have a successful week.
- Take direction from supervisors and be a team player. Do not undermine the leadership of others.
- Keep yourself mentally, physically, spiritually, and emotionally healthy. Make time for rest and self-care.
- Solve your own problems to the extent that you can, and know when it is time to ask for help.
- Conduct yourself in a professional manner when interacting with parents, campers, year-round Covenant Harbor staff, and other summer staff.
- Assist with general camp tasks as assigned, which may include, but are not limited to, assisting in the food service, housekeeping, maintenance, and youth ministry departments as needed, and assisting with weekly camper check-in and check-out procedures as directed.
- Contribute to a healthy staff community. Do not participate in gossip, exclusion, willful breaching of your employment agreement, etc.
- Set an example for all staff and campers that is positive and above reproach.
- Work well with your team. Build upon each other's strengths and assist each other when you are struggling.
- Perform emergency and safety procedures as required and trained.