Camp Administrator

Position Description:

The Camp Administrator manages all registration operations, inquiries, and customer service needs during the camp season. This position Involves considerable Independent work as well as being an effective member of a team.

- 35-40 hours per week
- Date Range: April 15th-August 17th

Qualifications:

- At least 18 years of age
- Fluency In CampBrain software, or willingness to undergo training
- Ability to effectively communicate orally and In writing

General Responsibilities:

- Communicates with camp families on a daily basis, managing Inquiries and Issues about/ with registration
- Manages the Summer Camps email daily and responds In a timely manner
- Answers phone calls pertaining to any Summer Camp programs

Specific Responsibilities:

- Prints check-in lists and rosters for Day & Overnight Camp weekly
- Prints camper t-shirt lists and distribute to appropriate parties
- Manages the waitlist daily and Informs parents of camper registration status
- Defers calls to the appropriate party If there Is a major parent concern about a staff member, Incident, or general program
- Communicates pertinent Information from parents to the appropriate parties
- Schedules weekly auto-registration emails
- Run financial reports for unpaid camp tuition and follow-up with individual families on payment with the assistance of finance department

Reports to:

- Senior Director of Camp & Nature Programs

Compensation:

- Hourly- $14/ hour