**Office Manager (Seasonal Summer 2024)**

**Position Description:** The Agassiz Village Office Manager is responsible for delivering high quality customer service to ensure that each child is registered properly, through computer data input, verbal communication, and handling of financial transactions. The Office Manager is an integral member of our team and contributes to the success of each camper’s summer experience. You interact with both camp staff and camper families on a regular basis, making many positive contributions to the lives of our campers and staff. The Office Manager is often the first point of contact for campers and families and is an indispensable connection with our camper families, as an office manager, account manager and office assistant and should provide a positive customer experience for staff, parents, and campers.

**DUTIES and RESPONSIBILITIES:**

* Serve as camp receptionist with regular daily office hours from 9am to 6pm and provide necessary information to camp families and respond via email and phone to camper inquiries.
* Call/email camper families about missing forms (i.e., parent handbooks, USDA (United States Department of Agriculture) form, health history forms), payments, and transportation updates.
* Handle billing, payment plans, refunds, and collections.
* Help to coordinate email blasts to update families about pick-up and drop-off, camp activities, packing list, etc.
* Order supplies for the Camp Store and organize the store items replenishing when necessary.
* Receive and sort all mail and open camper boxes to ensure package is appropriate for campers to receive.
* Assist the Program Director and Camp Director with camper pick-up and drop-off by preparing camper lists and other materials as well as being on duty at location assigned.
* Provide clerical support for the Camp Director, Program Director and Leadership team.
* Scan, file and organize documents.
* General office upkeep: supply ordering, organization, and upkeep of facilities.
* Accept direction, feedback from supervisors, and follow through appropriately.
* Act as a responsible member of the camp community both in and outside of the camp environment during periods of employment.
* Participate in staff and other meetings, such as in-service training and staff development and orientation activities.
* Supporting the Directors with accounting tasks including managing receipts and invoices
* Model our philosophy and values, encouraging a positive culture and staff dynamic.
* Help to ensure that the camp facility is well-cared for and kept clean.
* Support and participate as a member of the camp leadership team in a confidential, positive
* Able and willing to work with a variety of staff members in a calm, collected manner at all times.
* Participate regularly and enthusiastically in all camp programs.
* Complete any other tasks required to ensure a meaningful and exceptionally fun camper experience.

**Who We’re Looking For:**

We are looking to recruit a team of people whose strengths, skills, and backgrounds are as diverse as those of our campers. We are keen to have people join our team who are:

* Committed to consistent learning and growth.
* Team players, willing to help in all areas
* Organized
* Strong communicators
* Competent and creative problem solvers.
* Passionate
* Energetic and silly
* Kind and compassionate
* Flexible and able to adapt quickly
* Able to stay calm in high-pressure situations.
* Able to work LONG and challenging days

**Contract Dates:** June 17, 2024 – August 9, 2024. This position is required to live on site at 71 Agassiz Village Ln. Poland, ME 04274

**Salary Range:** $4,600 for the full length of the contract. Included with your salary:

* Accommodations are provided for the full contract.
* Food is provided for the full contract.

**Designated Supervisor:** Camp Director

**About Agassiz Village:**

Agassiz Village is a nonprofit youth development organization whose mission is to “prepare youth for life’s journey.” Through our exceptional summer camp experience and year-long programming, youth develop and practice critical leadership and life-shaping skills that positively impact their futures. For 88 years, children from under-resourced communities in New England have come to our 330-acre lakefront overnight camp in Poland, Maine to experience unique learning opportunities, be challenged to discover interests, uncover new skills, make lifetime friendships, and connect with inspiring mentors. In addition, teens in our year-round program are supported to graduate high-school and prepare to be career/college ready.

**Our Staff Culture:** We work hard to establish a collaborative and positive community where we treat one another with kindness, understanding, and give one another the benefit of the doubt. We celebrate new ideas, encourage making mistakes and trying again, and emphasize effort rather than perfection. At Agassiz Village, performing well at your job means also contributing positively to our team and environment. We teach our campers how to be compassionate, how to build connections, help them to build their confidence, and help them to bounce back when things don’t go their way. That means that we need to be strong role models of these qualities as well. Most of all, we emphasize constant growth and improvement and are always striving to find a better way to do what we do.