



YMCA of Greater Vancouver
YMCA Camp Elphinstone
Position Description

OFFICE ADMINISTRATOR/SECTION DIRECTOR

REPORTS TO: CAMP DIRECTOR & GENERAL MANAGER

POSITION PURPOSE:

The Office Administrator/Section Director at YMCA Camp Elphinstone handles registration of day campers, payroll, filing, ordering, phones, mail, email, list management, transportation, tuck shop and general office tasks for our summer and outdoor centre seasons. The office administrator position is designed to provide our clients with the best possible service in a timely and efficient manner as well as to offer support to camp management. They will also be a part of the support team required to deliver YMCA Camps program. They will be a member of the senior staff team and will provide expertise, experience and skills specific working with children and youth. This person will be required to live on-site.

GENERAL DUTIES AND RESPONSIBILITIES

YMCA Camps programming is based on the building of a camp community. The camp community is intended to be supportive of all the members of the community and to provide opportunities for growth and learning. Staff at YMCA Camps are responsible to not only be a part of the camp community, but also to guide campers in understanding what it means to be a part of a YMCA Camp. This will be accomplished in a number of ways, but is not limited to:

- Role modeling appropriate behaviour
- Role modeling respectful and caring relationships with staff and campers
- Understanding that each staff members' role in the camp community is to serve our clients (campers) and to assist other staff in serving campers
- Understanding that the greater good of our client's experience must be at the forefront in every decision made
- Teach and role model the core values of the YMCA
- Read, understand, teach and enforce the policies of the YMCA and YMCA Camps

SPECIFIC DUTIES AND RESPONSIBILITIES

The office manager will be expected to:

- Answer phones and deal with callers in a professional, courteous manner
- Have a thorough understanding of the YMCA camps and the various programs offered at each
- Process and file camper registrations
- Produce daily cash reports
- Payroll
- Control office use and traffic
- Collect, sort and deliver mail and emails daily
- Have a good grasp of the day to day program and policies occurring at camp
- Organize transportation lists
- Oversee the tuck shop

The office administrator may be required to assist in duties not listed above. The YMCA expects the support of all staff members in fulfilling objectives that may not be specific to this position.

YMCA OF GREATER VANCOUVER
YMCA CAMP ELPHINSTONE OFFICE ADMINISTRATOR/SECTION DIRECTOR
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QUALIFICATIONS/EXPERIENCE

- Experience and comfort working with a computer (prior CLASS experience an asset)
- Experience working in customer service an asset
- Previous Camp Experience as asset
- Second language an asset
- Current Standard First Aid and CPR-C

COMPETENCIES

- *Values:* Demonstrate a high level of commitment to the YMCA's mission and core values.
- *Leadership:* Motivates and inspires self and others to take action to achieve desired outcomes.
- *Initiative:* Does the right thing at the right time without being asked.
- *Communication:* Communicates in a thorough, clear and timely manner.
- *Service Orientation:* Deliberately identifies and creates opportunities to enhance each and every person's YMCA experience.
- Protect the assets of the YMCA. Specifically, the section director will ensure that staff working in their section are familiar with and follow the policies and procedures outlined in the staff manuals.

POSITION DESCRIPTION SIGN-OFF

My signature on this document indicates that I have read, understand and agree with the position as it has been described above. I understand that as part of obtaining a position with the YMCA of Greater Vancouver I will also be required to sign a staff agreement, complete a criminal record check with a vulnerable sector search (the results of which may affect my suitability for this job) and read, understand and agree to abide by any relevant YMCA policies. These will be supplied to me by the hiring manager (or delegate) prior to the commencement of my duties or over the course of a pre-established training period.

If under the age of 19, parental/guardian signature must be obtained on this document prior to the commencement of your duties.

Signature: _____

Signature of Parent/Guardian: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____