



We build strong kids, strong families, strong communities.

YMCA OF GREATER VANCOUVER  
**YMCA CAMP ELPHINSTONE**  
POSITION DESCRIPTION

## **OFFICE MANAGER**

REPORTS TO: CAMP DIRECTOR

### **POSITION PURPOSE:**

The office manager at YMCA Camp Elphinstone handles registration of day campers, payroll, filing, ordering, phones, mail, email, list management, and general office tasks for our summer and outdoor centre seasons. The office manager 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 in the camp administrative work.

### **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
- 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

The office manager 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.

### **QUALIFICATIONS/EXPERIENCE**

- Experience and comfort working with a computer (prior MISTRAL experience an asset)
- Experience working in customer service an asset
- Second language an asset

### **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.

The SCPC 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.

**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 (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:* \_\_\_\_\_