



Job Description

Job Title: Office Coordinator
Reports To: Program Director and Executive Director
Position Status: Seasonal

POSITION SUMMARY:

The Office Coordinator supports the mission and daily operation of YMCA Camp Timbers through the coordination of camper and family communication, registration and pre-camp processes, check-in and check-out, office operations, and other administrative responsibilities. Working under the direction of the Program Director, the Office Coordinator serves as a key point of contact for campers, families, staff, and visitors and helps ensure that information is communicated accurately, promptly, and professionally. The Office Coordinator is a member of the Summer Leadership Team and serves as a positive role model for campers and staff and is expected to maintain appropriate professional boundaries and confidentiality when handling camper, family, staff, and camp information.

ESSENTIAL FUNCTIONS:

- Supports families throughout the registration and pre-camp process, including camper accounts, required forms, payments, and other registration needs.
- Provides timely, professional, and welcoming communication with camper families through phone calls, email, camp communication platforms, and other approved methods.
- Leads camper check-in and check-out processes, ensuring required documentation, authorized pickup information, and other applicable procedures are followed.
- Assists with preparation for State of Michigan licensing inspections and American Camp Association accreditation visits, including organizing requested documentation and materials.
- Assists with the implementation of required staff training related to office procedures, check-in/check-out, emergency communication, and other assigned responsibilities.
- Coordinates office phone coverage to ensure camp calls are answered during established business hours (8:30am-5:30pm) and that messages are appropriately documented and communicated.
- Serves as an initial point of contact for families, visitors, vendors, and other individuals contacting or visiting camp and directs questions or concerns to the appropriate staff member.
- Coordinates daily incoming and outgoing mail and packages for campers and staff, including the appropriate handling and distribution of Lost and Found items.
- Coordinates camper-to-family communications, including Bunk Notes and other Camp Timbers communication systems, and ensures messages are delivered daily.
- Communicates with the Program Director or other appropriate leadership staff regarding sensitive, concerning, or urgent family communications rather than independently addressing matters outside the scope of the position.
- Coordinates transportation requests, including town runs for supplies and approved staff medical transportation.
- Assists with mid-season marketing and camper recruitment strategies, including phone calls, social media, email communication, and other outreach as directed.
- Coordinates the printing and distribution of end-of-week materials, including newsletters, camper/cabin photographs, and other approved communications.
- Coordinates Trading Post/camp store camper accounts, including account management, approved refunds, and staff coverage.
- Assists with ordering and purchasing program and office materials in coordination with the Program Director and follows established purchasing and budget procedures.
- Maintains organized office supplies and communicates supply and equipment needs to the Program Director.
- Performs other duties and responsibilities as assigned that are necessary for the safe, efficient, and effective operation of camp.

QUALIFICATIONS:

- Minimum age of 19.
- College coursework or degree in business administration, recreation, education, communications, office administration, or a related field preferred.
- Current First Aid and CPR/AED certification required.
- Valid driver's license preferred if required.
- Previous camp experience preferred.
- Demonstrated organizational skills and the ability to manage multiple responsibilities and priorities in a fast-paced environment.
- Strong written and verbal communication skills and the ability to communicate professionally with campers, families, staff, vendors, and community partners.
- Strong attention to detail and the ability to maintain accurate records and complete administrative tasks in a timely manner.
- Ability to maintain confidentiality and appropriately handle sensitive camper, family, staff, health, and financial information.
- Ability to work independently while also functioning effectively as part of a leadership team.
- Demonstrated ability to use computers, email, online registration systems, databases, spreadsheets, social media, and other technology necessary to perform the responsibilities of the position.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Ability to communicate and work with groups participating (age and skill levels) and provide necessary instruction to campers and staff.
- Ability to observe camper behavior, assess its appropriateness, enforce appropriate safety regulations and emergency procedures, and apply appropriate behavior-management techniques.
- Visual and auditory ability to identify and respond to environmental and other hazards related to the activity.
- Physical ability to respond appropriately to situations requiring first aid. Must be able to assist campers in an emergency (fire, evacuation, illness, or injury) and possess strength and mental endurance required to maintain constant supervision of campers.
- Physical ability to lift up to 50lbs.
- Work is performed in a fast-paced outdoor and office environment. Ability to communicate both orally and in writing is essential for this position. Visual acuity is required for reading computer screens and/or documents and making changes as necessary/required. Job requires high levels of alertness and concentration. Walking is frequent. Repetitive stooping and bending with frequent lifting of light to heavy objects is required. The ability to sit for long periods of time is required as well as, the ability to manipulate keyboards, telephone keypads, and writing and kitchen utensils. While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions, outside weather elements, and extreme heat.

I have reviewed and understand this job description and I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of YMCA Camp Timbers. I acknowledge that this job description is not to be construed as an express or implied contract of employment and does not alter my status as an employee at will.

SIGNATURE

DATE