

# Office Manager

Ness Lake Bible Camp

One Hope Canada

Position Title:	Office Manager
Reports To:	Executive Director
Positions Supervised:	Summer Office Assistant
Remuneration:	Annual range \$46,000 - \$48,000 (paid hourly) Benefits offered Retirement benefit program offered Many other perks of the camp offered through MOU
Hours:	40 hours / week typically Sept-June is Monday to Friday July-August is Sunday to Thursday
Holidays:	Determined in the MOU as per the <a href="#">Ness Lake Bible Camp Vacation Policy</a> .

## Overview

One Hope Canada is considered a Religious Order under the provisions of the CRA and as such, missionary employment with One Hope Canada is seen as following God's unique invitation. Members, and those aspiring to be members, must be in agreement with standards of spiritual and personal suitability, and are therefore required to sign a Statement of Affirmation annually.

## Primary Objectives

To present the Gospel, particularly to those having the least opportunity to hear of Christ, and especially to children and youth, and to disciple believers for living and serving through His church.

To accomplish the primary objective through the camping ministry, by effectively:

## General Responsibility:

This person is to work closely with the Executive Director to oversee the administrative duties for the camp and to provide administrative support for the Executive Director. The Office Manager is a front line office position that will require a keen sense of dealing with the public and setting the work environment for the entire staff. This position requires exceptional organizational and administrative skills, strong general office skills, the ability to train and supervise others (paid and volunteer), and proven ability to work as part of a team to build the Kingdom of God. As the Office Manager, the person must have an excellent working knowledge and the ability to learn computer programs quickly (Excel, Word, Publisher, Camp Brain,

Jotforms, Google Drive etc.). A major component is managing registrations for all summer and non-summer programs as well as maintaining the donor database. The Office Manager is also required to attend and direct the check-in procedure on the first day of each camp.

Responsibilities are to be carried out in a way that will honour Jesus Christ and comply with One Hope Canada's Statement of Purpose and the NLBC Mission Statement.

The intensity and focus of this position varies seasonally between camper registrations and administrative operations.

#### **A. Scope of Responsibilities**

- Foster good relationships with all constituents (parents, campers, volunteers, donors, staff, and board) through courteous, prompt and accurate verbal and written communication.
- Answer all incoming communication (phone, mail, walk in, email, website submissions, social media messaging), take messages and forward calls to the necessary staff members.
- Accurately maintain and configure all parts of the camper database (registrations, fee payments, sessions, staff, statistics, etc)
- Oversee various sponsorship programs and invoicing for payment (general, church, individual, corporate, area of town/community etc)
- Mail outs: Facilitate Canada Post programs to mail out tax receipts, follow up letters and various camp advertisements.
- Manage and document bank deposits for donations, camper fee payments, tuck, store, Guest Group payments (if the Guest Services Manager needs assistance), Staff support, etc. (Visa, cash, cheques, money orders).
- ManageDonations: accurately maintain and configure the donor database including processing donations and updating support reports.
- Recover non sufficient funds (NSF) payments
- Attend and organize on site check-in for NLBC programs (prepare cabin lists and other documentation, process payments, database entries, etc.).
- Manage and maintain office equipment and supplies to provide good service and responsible stewardship.
- Collaboratively with Guest Services receive and sort Lost & Found and facilitate its return to owners. Arrange for unclaimed articles to be given to a local charity.
- Complete tasks from the Annual Completion Duedate Chart in a timely manner, and add tasks as necessary.
- Ensure personal files (volunteer and staff) and intake paperwork are received and processed in a timely manner.

- Be familiar with the contents of your department's manuals and guiding documents, and make sure they are accurate and up to date.
- Understand, give input into and implement the Short and Long Term Innovation Chart document (SALTIC) as determined by the Board and Director.
- Assist the Executive Director as required

#### **D. Personnel**

- Participate in the recruiting for office personnel.
- Provide positive, professional, and effective administrative assistance for all employees and volunteers.
- Train and supervise volunteers and casual employees, ensuring that they clearly understand the scope of their responsibilities and performance standards required in relation to the office and intake forms.
- Participate in professional or spiritual development courses, seminars, or conferences as directed by or approved by the Executive Director or Board.
- Be a consistent example of Christian commitment and enthusiasm.

#### **E. Relationships**

- Build and maintain positive relationships on and off the property with all contacts, both personal and professional as an ambassador of Christ.
- Build and maintain a prominent and positive profile for NLBC in all spheres of the local community.
- Coordinate with the Executive Director and other staff to ensure that tasks are being performed to standards, in proper priority, in a timely manner, and in harmony with the rest of the camp operation.
- Attend staff meetings and take and distribute minutes
- Communicate with other Staff to ensure harmonious relationships and an effective work environment which maximizes the effectiveness of all human resources.
- Work closely with Summer Volunteers (Summer Office Administrator, Summer Team Coordinators) to coordinate summer registration and housing information.
- Lead by example in cooperating with all other departments to work as a team and produce a well functioning body.
- Be a positive spiritual leader & example to those you work with and serve.

#### **Responsibilities to the Board**

- Follow and enforce all camp policies.
- Operate within the constraints of the budget.
- Serve on committees as deemed appropriate by the Board.

- Communicate via a monthly written report.

#### **Other**

- Requests for time off or holidays are to be submitted in advance to the Executive Director for approval. See NLBC Staff Holiday Policy for details.

#### **Job Requirements**

- Follower of Christ and passion for the Gospel
- A mature and growing Christian committed to living a life of holiness
- Agrees with the One Hope Canada Statement of Affirmation, Articles of Faith and Doctrine, Code of Conduct, and the NLBC Mission Statement
- Friendly and courteous to the public
- 3 years experience in office administration, accurate keyboarding (50 wpm), strong organizational skills
- Desire to learn
- A team player – committed to helping others succeed
- Take initiative – a ‘self-starter’ who is focused and organized
- Exceptional oral and written communication skills.
- Working knowledge of Camp Brain database system (asset, not a requirement)
- Good problem solving skills
- Willingness to pitch in wherever help is needed (flexibility)
- Layout and design creativity is an asset
- A demonstrated passion for evangelism and discipleship of youth
- All employees must provide an RCMP Criminal Record Check as required

***This job description is not intended, and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements. Other duties may be assigned.***