

Cho-Yeh Camp & Conference Center, Inc.

Job Description

Job Title: Program Office Assistant
Department: Program
Reports to: Summer Camp Registrar
Commitment: Full Summer, plus 3 weeks of Staff Training
Updated Date: 09/19/20



Summary

Manage camper and parent accounts through our online database, provide customer service to our camper parents and guests through face-to-face, phone, email and live chat interactions, and administer office assistance to other staff members in need. To uphold the mission of Cho-Yeh in word and action.

Essential Job Functions:

- Utilize our CampMinder database to manage camper accounts internally with accuracy, including:
 - Financial transactions
 - Processing registrations
 - Processing forms
 - Filing paperwork
- Help parents to navigate and understand their online accounts.
- Support cabin counselors each week by joining in with a cabin outside of office hours during the evening programming.
- Provide an environment of care and support to our camper families and guests through customer service including face-to-face, phone, email, and live chat interactions.
- Communicate with supervisors about any situations needing assistance.
- Provide support and accountability for fellow staff both in and out of the office.
- Manage office tasks in accordance with Cho-Yeh policies and procedures.
- Communicate with campers, parents, supervisors and fellow staff in a professional manner.
- Perform other duties as assigned or reassigned.

Qualifications:

- Must be 18 years of age at the time of employment, at least one year through college preferred.
- Must be able to manage office duties on a seven days a week basis with limited time off.
- Must be able to negotiate hilly terrain, rustic trails, and walk several miles per day.
- Must possess visual and auditory abilities to identify and respond to environmental and other hazards related to camp activity.
- Must demonstrate strong moral and Christian values and set an example of living the Gospel of Jesus Christ on a daily basis.
- Must possess the ability to communicate and work with parents, campers, and staff members in order to provide necessary support.
- Must maintain a positive attitude and provide a positive environment for campers.
- Strong awareness and commitment to preventing, detecting, and responding to physical, emotional, or sexual abuse.