

## Position Description

**Title:** Office Administrator – Pioneer Pacific Camp

### Mission and Purpose:

InterVarsity staff members walk with young people on their journey from early childhood, through teenage years and into their late twenties, seeking to foster authentic communities at camp, high school, college and university, and in the workplace. Their aim is to help students and campers discover Jesus, live undivided lives, foster engaged thinking, embrace global vision, and grow in influence. The office administrator does this by ensuring summer campers, parents, or guardians, and guest groups experience excellent and smooth customer service and care that will support the wider Pioneer Pacific community in program implementation, development and delivery.

Reports to: British Columbia Regional Director/Acting General Director

Key Internal Relationships: General Camp Director  
Camp Staff – Year-Round and Seasonal  
Regional Campus Ministry Staff  
InterVarsity Camping Ministry Peers  
National Resource Centre

External Relationships: Social Services Workers  
Camp Supply Contacts, Vendors  
Camper Families/Guardians  
Ministry Partners (volunteers, donors, advocates, supporters)  
Guest Groups  
Local Churches

### Key Responsibilities:

#### 1. Personal Development

- A commitment to be a growing and developing disciple of Jesus Christ.
- A commitment to furthering InterVarsity's vision and values.
- A commitment to, and being informed of, InterVarsity's 4 ministry areas and IFES work
- A commitment to growing in expertise related to job assignments.
- A life-long learner who seeks to live an undivided life in Christ.
- A commitment to grow and foster relationships with ministry partners

#### 2. Commitment to Evangelism and Discipleship

- Ready and willing to share the gospel with campers, parents, staff, and those who use the site
- Willingly participates in staff and camper devotions and campfires services, as needed.
- Works with other camp leaders to help train and disciple camp staff and young leaders

#### 3. Registrar (summer admin)

- Answer parents' question in a patient and helpful manner
- Understand policies and programs in order to appropriately respond to camper parents, guests, visitors and supporting organizations
- Process all registrations (campers, leadership, staff, volunteer) in a timely and accurate manner
- Produce camper enrollment reports on a periodic basis

- Prepare registration related materials
- Manage the CampBrain database system for the Pioneer Pacific site. This includes staying current on all software changes, configuring the database for each camp season, and performing all database maintenance.
- Pull reports as required from CampBrain
- Work with accounting to ensure that the flow of financial information is timely and accurate
- Follow up to ensure that all camper fees are collected in full
- Maintain an office atmosphere that demonstrates the fruit of the Spirit, keeping office clean, organized, and professional.
- Oversee and manage the camper scholarship program
- Run errands, collect mail, go to town, pick up supplies, make hospital runs as needed
- Help manage and maintain the office area, equipment and supplies.
- Orient and train summer staff in all required administrative areas.

#### 4. Business Administration

- Stay current on all Pioneer Pacific products and services to be as informed as possible regarding all inquiries into Pioneer Pacific based programs, sessions and activities offered.
- Proactively learn, train, update and troubleshoot computer and software systems as necessary and as able to.
- Assist with YRM bookings as needed.

#### 5. Year-round Ministry, Front Office and Customer Service

- Answer phone, emails and mail regarding potential bookings
- Respond to requests for information
- Provide information packages as required
- Schedule bookings, either tentative or firm.
- Keep phone messages current and relevant – change daily, as necessary
- Any other duties as needed in support of the camp administration

#### 6. Program Involvement

- Provide general leadership and demonstrate a mature Christian example towards all campers, guests, staff, and volunteers
- Assist in the delivery of camp programs by participating in leading programs/activities as needed, particularly in the year-round ministry context
- Participate with other camp leaders in the development and innovation of camp sessions and program activities that support the overall goals of the ministry.
- Assist in ensuring camp staff deliver exceptional customer service and that campers, camper parents/guardians and YRM guests have a positive experience
- Assist as needed in hosting YRM groups and coordinating services for guests, as needed

#### 7. Public Relations, Fundraising, and Marketing

- Participate in various camp promotional events
- Co-ordinate and manage mail and email correspondence to camp constituents with the oversight of the camp director (including camp newsletters)
- Work with the NRC to manage camp website content
- Participate in fundraising efforts for camp budget and camp projects
- Meet annual fundraising targets
- Share the vision of InterVarsity and seek to enlist others to join the team, communicate regularly with prayer and financial supporters
- Provide support for marketing initiatives to increase the Guest Group & Summer Camp Bookings

## Key Outcomes:

- Directly contributes to Pioneer Pacific services being relevant, up to date, enjoyable to customers, and done with excellence
- Information that is secured, organized, and easy to find.
- An atmosphere that fosters ministry opportunities and demonstrates godly attitudes producing spiritual fruit
- Equipment, systems and work areas that are clean, organized and well maintained
- Staff, campers and guests receive high quality customer service, genuine hospitality, and a positive experience
- Clear, timely and professional communications with the various groups and individuals who interact with camp
- Growth in cultivated partnerships and development of a support network
- Actively contributes to witnessing community that is advancing the gospel of Jesus to our guests, campers and staff, shaped by Scripture.
- Guest groups bookings are handled effectively contributing to a positive experience for groups

## Qualifications

- Personal relationship with Jesus Christ and clear evidence of growth as a disciple
- Affirms InterVarsity statement of faith & core commitments/agreements
- Sincere desire to see campers and guests come to know Jesus and grow in Him
- Willingness to be flexible in a demanding and fluid environment
- Demonstrates customer service skills
- Demonstrates experience in organizing and facilitating large amounts of information
- Proven ability to work collaboratively and effectively with team members at all levels
- Excellent interpersonal and communications skills, both oral and written
- Administrative skills with superior attention to detail and work planning abilities
- An understanding of basic business principles, especially concerning marketing, customer service, and administration
- Competent working knowledge of Microsoft Office
- Knowledge of CampBrain an asset

## Education/ Experience

- Post-secondary education or an equivalent combination of training, experience and working knowledge of camp ministry / working with children / youth ministry
- Database management experience preferred
- Previous camp and/or student ministry experience

## Other

- Flexibility to work irregular and extended hours if required
- A willingness to serve wherever needed with a joyful heart
- Live on-site during summer season, which is provided by the camp

## Salary Scale Level: 6