



Pioneer Camp Alberta

Title: Guest Groups & Personnel Administration Coordinator

Mission and Purpose: To deliver an excellent service, from booking to arriving on site, for all rental groups and to assist in insuring personnel administrative tasks are completed with excellence in a timely manner.

Role Description: This position serves both external guests and the internal needs of camp by providing excellent customer service and excellent administrative support for all aspects of camp. It is a full-time role based at Alberta Pioneer Camp with flexibility to work remotely for agreed upon stretches of time. It requires the ability to adapt to a flexible schedule to serve rental groups and facilitate personnel administration.

Relationships

Reports to: General Director

Internal Relationships:

- ☐ Vice President Camps
- ☐ Year-Round Program Coordinators
- ☐ Pioneer Camp Alberta staff team
- ☐ Summer Program Coordinators
- ☐ Summer Camp Registrar
- ☐ IVCF National Service Centre HR Personnel

External Relationships:

- ☐ Vendors and suppliers
- ☐ Rental, retreat, and guest groups

Personal Development and Key Requirements:

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 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.

Key Responsibilities

Guest Groups

- ☐ Provide timely and accurate processing and registration of guest groups.
- ☐ Proactively contact prospective groups in a sales capacity. (Attend trade fairs, teacher's conventions, and other events, follow up with lased groups with the goal of reestablishing contact)
- ☐ Maintain accurate booking records, contact information and schedules in the Camp Brain registration system.
- ☐ Collect accurate information from groups, including insurance details, program & culinary needs, group goals, and other service requests.

- ❑ Communicate group need with appropriate teams through the Camp Brain registration system.
- ❑ Answer group questions in a patient and helpful manner.
- ❑ Work with the Bookkeeper to ensure that the flow of financial information is timely and accurate.
- ❑ Follow-up and ensure that all group fees are invoiced and collected in full.
- ❑ Produce reports on a periodic basis.
- ❑ Prepare printed materials related to booking groups.
- ❑ Ensure that excellent guest service standards are being met.

Personnel Administration

- ❑ In collaboration with the National HR team, process the onboarding of new and returning staff and volunteers, including year-round seasonal, and summer volunteers.
- ❑ Duties include collecting references, requesting police checks, processing employment and volunteer contracts and payroll information, and processing through the Camp Brain registration system.
- ❑ Communicating with and submitting paperwork to the IVCF National HR department as necessary and processing change requests as needed with appropriate supervisor.
- ❑ Communicating with appropriate supervisors regarding volunteer or employment details.
- ❑ Assist in other administrative duties as assigned.

Qualifications, Skills & Abilities

- ❑ Strong interpersonal and relational skills
- ❑ Excellent written and oral communication skills
- ❑ A team player who takes direction and engages collaboratively.
- ❑ Awareness and understanding of risk management.
- ❑ Excellent time and priority management skills
- ❑ Attention to detail and planning.
- ❑ Ability to work independently.
- ❑ Understanding of InterVarsity ministries

Education and Experience

- ❑ University or college degree/diploma
- ❑ Previous administrative experience

Key Outcomes:

- ❑ Guest groups experience a timely, professional, and gracious welcome.
- ❑ Guest groups are well served as they seek to register with us.
- ❑ People who come to camp experience a welcoming, encouraging, life-giving atmosphere
- ❑ Pioneer Alberta Camp's team grows in collaboration and joy.
- ❑ Pioneer Camp Alberta's administrative services are effective, efficient, and professional.
- ❑ Projects as assigned are carried out in a timely and professional manner.
- ❑ Personnel are supported in onboarding and paperwork requirements are met in a timely and professional manner.

Position Level: 6

Compensation range: as per current salary scales