

Administrative Coordinator Position Description:



Camp Henry Mission Statement:

To provide life changing experiences for all in a Christian environment

The Administrative Coordinator works closely with and supports the Camper Experiences Director, Retreats and Hospitality Director and Program Director, and reports to the Camp Administrator.

Primary Responsibilities: To help with many of Camp Henry's administrative functions, including: phone and email communication with camper parents, greeting visitors and guests, helping to manage camper and guest registrations, hosting guests and retreat groups, and assisting with Camp Store operations.

The Administrative Coordinator will assist with responding to emails and phone calls, greeting visitors and guests, helping to manage camper and guest registrations, as well as helping to ensure that all summer campers and year round guests have outstanding experiences and receive exceptional hospitality.

The Administrative Coordinator position is primarily an administrative and support position. The Administrative Coordinator serves as a member of the Camp Henry Year Round Staff team along with the other 17 full-time, year-round staff members.

Camp Henry has experienced incredible growth and been very successful over the past seven years. We have been able to invest over \$5.5 million to significantly enhance and expand our facilities at camp. The number of year-round guests has grown from 4,500 in 2015 to over 7,000 in 2022.

In addition, we have had record summer camp enrollment for four years in a row, serving over 2,000 summer campers in 2022 – and we are already nearly sold out for the summer of 2023.

Our goal is to maintain our incredible positive momentum with our summer camp program and to continue to retain over 80% of our year round guest groups while also recruiting new groups.

We are excited to welcome a new Administrative Coordinator to join our year-round staff as we look forward to challenging Camp Henry's potential and the exciting opportunities ahead.

Tasks and Areas of Responsibility:

1. Responding to emails, phone calls, and camp guests and visitors and provide outstanding customer service
2. Be a positive and joyful presence when working in the center of the hub of Camp Henry's offices
3. Assist with the registration process for summer campers
4. Serve as one of Camp Henry's hosts for year round guest groups, providing outstanding hospitality and guest services
5. Connect and communicate with Camp Henry campers, parents, alumni, donors and other stakeholders
6. Assist with the process of communicating with all campers and groups prior to their time at Camp Henry
7. Assist with communicating the needs of all groups to program, facilities, food service, and housekeeping staff members
8. Assist with Camp Henry's scholarship program and assisting campers and families with financial needs in being able to have a positive Camp Henry experience
9. Assist with Camp Store operations, including sales, inventory, and stocking
10. Help prepare staff members to anticipate and exceed camper and guest expectations
11. Assist with Social Media, Email, Marketing, Video and other internal and external communication efforts
12. Exceed the expectations for existing groups while working to retain as many groups as possible
13. Support the experiences for year round groups
14. Record and communicate guest special requests and problems to appropriate staff members and ensure they are addressed in a timely and professional manner.
15. Help ensure that all ACA and State of Michigan standards and policies are known by all staff members and followed
16. Support and foster Camp Henry's relationship with Westminster Presbyterian Church and its' members
17. Contribute in a positive way to the Camp Henry staff community
18. Other duties as assigned

Interested applicants should send a cover letter and resume to Jen, Camp Administrator, applications@campheny.org

Compensation

| | |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Salary | \$25,000 plus on-site housing provided |
| | |
| Benefits | <p>Employee Benefits</p> <ul style="list-style-type: none"> • Individual coverage for Health Insurance and Dental Plan • FLEX or HAS plan available for employee to designate salary deduction for pre-tax medical expenses • Earned Time Off (ETO), 18 days annually • 8 paid holidays annually • Retirement contribution after one year of service <p>Available at employee's expense</p> <ul style="list-style-type: none"> • Double or family coverage for Health and Dental plan • Vision plan for any member of employee's family • Life insurance • Long Term Disability Insurance |
| | |
| Housing & Meals | <p>Housing will be provided on-site for this position. Housing includes rent and basic utilities.</p> <p>Meals are provided by Camp when food service is provided for summer camp or retreat groups.</p> |
| | |
| Mileage | Mileage provided when personal vehicles are used for work related driving at rate set by Westminster Presbyterian church - reflective of current IRS mileage reimbursement allowance. |