

OFFICE ASSISTANT – summer

GENERAL SCOPE AND PURPOSE

The office/clerical position is responsible for clerical duties in the office and guest services under the supervision of the Executive Director.

LINE OF AUTHORITY

Responsible to the Executive Director or designate.

RESPONSIBILITIES AND DUTIES

General office duties such as: answer phone, take & return messages, respond to emails, data entry and management on computer, send out mailings, photocopying and filing, register, welcome and check-out guests, sell confections and other store items for re-sale.

-Customer Service!!!

-Deal with all customer needs and be a liaison between them and the camp administration in a courteous, professional and efficient manner.

-Know, understand and act in accordance with Luther Village policies and manage concerns with these policies as well as explain them to campers as necessary.

Other duties as required.

QUALIFICATIONS

-Experience in office procedures, i.e. filing, answering phones, computer word processing and data entry, meeting/dealing with the public.

-Knowledge of Luther Village and what it is about.

-Ability to work with campers and other staff to provide high quality service with enthusiasm, encouragement, good example and dependability.

-Highly organized