

**TITLE: Administrative Coordinator - Camp and Residency Programs**

Reports To: Camp & Residency Director	FT/PT: Part Time, year-round Minimum of 20 hours per week
FLSA Classification: Exempt	Department: Camp/Residency
Last Updated: 3 March 2017	Signature:

**JOB SUMMARY:**

The Administrative Coordinator for Camp and Residency supports a variety of the administrative functions of the Smirkus Camp and Residency programs to ensure smooth and efficient operations. This includes responding to questions from camper families and tracking registrations, enrollments, and payments.

**ESSENTIAL FUNCTIONS:**

Camp Administration (year-round)

1. Generate email lists and send out mass and specialized communications.
2. Handle various aspects of summer camp registration, including:
  - a. Prepare and email welcome packets, invoices, camper forms, session information, etc., to camper families.
  - b. Track receipt of required camper forms and contact families as necessary to collect completed forms.
  - c. Contact families as needed to request tuition payments/information.
  - d. Track enrollment numbers, cancellations, waitlists, etc.
  - e. Collect and record applications for advanced camper sessions, CIT positions, and scholarships.
  - f. Watch audition videos and sort applicants with the Camp Director
  - g. Match up camper penpals.
3. Provide general administrative and clerical support to other circus programs and departments, as requested.
  - a. Provide reports and email lists to Marketing or Development, as requested.
  - b. Assist with Camp concessions sales and inventory as needed.
  - c. Answer the phone and provide back-up support to the Office Assistant and Office Manager.
  - d. Maintain paper and electronic files.
  - e. Copy, assemble, and mail/email materials.
  - f. Other duties and responsibilities as assigned.
4. Respond to inquiries (phone or email) to consult, problem solve issues, and sell the camp to camper families.
5. Help families navigate, pay, and upload information to Smirkus registrations systems.
6. Use CampDoc software to:
  - a. Register and sort campers into sessions.
  - b. Update camper information (contact information, payments, fees, health histories, etc.) and Fees, Conditions, and Terms document.

- c. Produce periodic and special email lists and reports, as requested.
- d. Sort campers into audition-based groups.
- e. Provide support to families during the audition and registering process.
- f. Contact families once their camper is accepted or denied into a program.
- g. Provide audition, camp, Big Kid Camp, scholarship, and CIT information to help set up the CampDoc accounts.

#### Camp Administration (on-season)

1. Attend and assist camp staff during onsite registration and pick up days.
2. Help maintain concessions and its inventory.
3. Utilize CampDoc to provide rooming, food restrictions, and other requested reports.
4. Refer or alert Camp Director to special situations requiring his/her attention.

#### Residency Administration

1. Respond to phone or email inquiries about Residencies.
2. Help schedule residencies and residency artists.

#### As-needed Projects:

1. Per request, provide assistance to all departments to develop, implement, and complete special projects.
2. Research, communicate, and produce project reports to the appropriate departments.

#### **KNOWLEDGE AND EXPERIENCE:**

1. Minimum of 2 years of general office experience, including experience doing data entry.
2. Excellent customer service skills. This includes good listening skills and the ability to deal with callers in a professional manner. At least 2 years of customer service experience required.
3. Good written communication skills.
4. Demonstrated ability as a self-starter, able to organize one's work, adjust to changing priorities, and follow tasks through to completion.
5. Good organizational skills and ability to handle competing priorities.
6. Demonstrated ability and experience using MS Office applications (MS Word, Excel, etc.).
7. Accuracy and attention to detail.
8. Demonstrated ability to handle stressful situations.
9. Demonstrated ability to work with individuals in all age groups, including children.
10. Ability to maintain confidentiality.

**WORKING CONDITIONS:**

The work week is primarily Monday – Friday, with occasional evenings and weekend days. Work is primarily in a shared indoor office setting in the off – season, and at the Camp Facility during the summer months.

**PHYSICAL DEMANDS:**

Work involves standing, walking, bending, kneeling, reaching, stooping, hearing and communicating effectively. Work may include occasional pushing, pulling, or carrying equipment. Must be able to lift 35 lbs.

**SUPERVISION:**

Supervision is received from the Camp & Residency Director.