



The office staff are responsible for reception and secretarial duties.

### MINIMUM QUALIFICATIONS

- minimum age of 21 years
- previous office and computer experience necessary
- good phone and people skills
- good organizational skills
- mature, detail oriented and professional
- ability to keep a level head in stressful situations

### GENERAL RESPONSIBILITIES

- receptionist: telephone and customer contact
- secretarial duties: data entry, typing, filing, faxing, photocopying, scanning, mailings, registrations, laminating
- be familiar with all camp policies
- be familiar and follow all office policies

### SPECIFIC RESPONSIBILITIES

- answer phones and take and distribute accurate messages
- sort camper and staff mail, and prepare outgoing mail
- announce activities
- assist with copying, filing and sorting
- page campers and staff for phone calls
- hand out and track keys as directed
- plug and unplug camper phones, distribute signs at correct times, make sure staff member is present at phone stations
- fax for camp and staff
- greet and register visitors
- maintain Trout Lake release form file
- compile/type weekly parental permission file
- print out care package and canteen online orders and give to canteen staff each morning
- check and distribute completed care package and canteen orders to campers
- check counselor's Sunday check-in forms against parental permission forms
- prepare certificates and calendars for campers leaving each week
- prepare check-out envelopes for campers leaving each week
- ready equipment and outfit staff for daily evening patrols and guard house duties
- return campers' lost and found items to their cabin cubbies
- package up, document, and return campers lost belongings by U.S. Mail
- check campers in and/or out on Friday, Saturday and Sunday
- assist with preparation of camper check-out canteen cards
- store and keep equipment in good condition
- keep office and surrounding area neat and clean (dust, sweep, and wipe down counters and desks)
- assist with the collection of staff paperwork (visas, passports, etc.)
- call campers off of waitlist, maintain record of calls in database
- pull health forms each week for medical review and make phone calls for missing info
- prepare check-in materials and lists
- check office email and respond appropriately
- monitor website daily

Keep in mind that these are not the only duties. Some duties may be added or reassigned as necessary.

### HOURS

Office staff have one day off per week on Friday from 12:00 noon until Saturday at 11:30 am. There is also a 1:00 am curfew with the exception of your day off.

## GENERAL RULES

Office staff are responsible to the camp owners, camp directors and office manager. All staff members are expected to abide by all policies and procedures with a positive attitude and to assist in enforcing said policies. Potential staff members should understand that campers' needs for health, safety, and happiness come first. It is the staff's responsibility to provide a positive learning experience in a safe and clean environment so that campers feel good about themselves and their accomplishments.

1. Illegal drugs, weapons, alcohol and smoking on camp grounds are strictly forbidden. Abuse of this policy is grounds for immediate dismissal.
2. Staff fraternization with campers is strictly forbidden and is grounds for immediate dismissal.
3. Coed visitation is strictly forbidden in restricted areas and is grounds for immediate dismissal.
4. Appropriate dress is required.
5. Follow and comply to all rules, regulations, policies and procedures outlined in the ISTC staff handbook.