



OFFICE STAFF

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, scanning, and sorting
- page campers and staff for phone calls
- hand out and track keys and walkie talkies as directed
- plug and unplug camper phones and 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 Sunday check-in forms against parental permission forms
- prepare certificates 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
- store and keep equipment in good condition
- keep office and surrounding area neat and clean (dust, sweep, vacuum, and wipe down counters and desks)
- as needed, assist with the collection of staff paperwork (visas, passports, etc.)
- as needed, call campers off of waitlist and maintain record of calls in database
- as needed, assist with camper health form and outstanding payment collection by making phone calls
- prepare check-in materials and lists
- check office email and respond appropriately
- monitor website daily
- log in, monitor and respond to online chat sessions during your whole shift

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

HOURS

Summer office staff have set work schedules and are paid on an hourly basis.

GENERAL RULES

Office staff are responsible to the camp owners, camp directors and office administration. 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. Cell phones and internet enabled devices may only be utilized during non-work hours and in designated areas. Abuse of this policy shall lead to confiscation of said items. All staff must have their personal social media pages set to private.
3. Staff fraternization with campers and CIT's is strictly forbidden and is grounds for immediate dismissal. Furthermore, directors are not permitted to fraternize with their immediate staff members.
4. Coed visitation is strictly forbidden in restricted areas and is grounds for immediate dismissal.
5. Appropriate dress is required.
6. Follow and comply with all rules, regulations, policies and procedures outlined in the ISTC staff handbook.