

Camping Program Assistant Position Description

Position Reports To: Director of Camping Services

Position Concept:

Provide administrative support to the program function and professional staff of the Boy Scouts of America. Directly responsible for development of event registration systems, facility reservations, correspondence, recordkeeping, reporting, filing, and other associated tasks. Supply information and source materials, per the organization's plan, to volunteers and coworkers to ensure the accurate and timely dissemination and retrieval of needed information.

Principal Responsibilities:

1. *Deliver exceptional customer service.* Provide consistent, exceptional customer service through daily interaction with customers, coworkers, and the public. Develop personal system to track emails, phone calls, and in-office inquiries to ensure timely response. Work to understand customer concerns and issues and communicate appropriately to help resolve them.
2. *Possess a team spirit and professional demeanor.* Maintain: confidentiality, a positive attitude, and a strong sense of professionalism. Utilize a sense of urgency to solve problems and incorporate coworkers in developing effective, transparent solutions.
3. *Complete administrative duties.* Prepare and maintain all letters, forms, logs, charts, reports, agenda, minutes, messages, files, calendars, bulk mailings, databases, records, and other items needed by the respective professional staff member. Assist with departmental telephone traffic. Supply information and source materials, per the organization's plan, to volunteers and coworkers. Assist volunteers and coworkers with completing event registrations and facility reservations. Responsible for editing the Camping section of the stlbsa.org website.
4. *Comply with established council business procedures,* including accounting of cash and other funds. Submit regular reports and maintain essential business records.
5. *Remain vigilant and active with safety.* Always plan for, correct for, teach, and practice safety yourself and with other employees. Notify management of safety concerns.

Special Responsibilities:

1. Provide administrative support to the Director of Camping Services.
2. Produce and maintain event registration for:

- ◆ Scouts BSA and Venturing Summer Camps
 - ◆ Order of the Arrow events
 - ◆ Other events as requested
3. Utilize facility reservation system to:
 - ◆ Produce and maintain property and facility reservation for:
 - Eight council-owned properties with amenities including: camping, climbing, horseback riding, boating, fishing, mountain biking, and more.
 - Council events
 - ◆ Reconcile financial accounting of individual person, unit, district, and council reservations.
 4. Receipt and ring in register all monies pertaining to activities and events.
 5. Prepare and maintain onboarding database for seasonal camp staff employees.
 6. Typing, filing
 7. Serve as back-up for Program Department.
 - ◆ Assist with front-desk operations
 - ◆ Answer phones
 - ◆ Assist with Eagle Scout completion paperwork
 8. Fulfill other duties as assigned by the Director of Camping Services or Director of Support Services
 9. Assist the office receptionist with breaks and lunch as requested by the Office Manager.
 10. Regularly update the Camping webpage information.

Materials and Equipment Used:

Telephones, scanners, adding machines, computers, printers, copiers, collators, and office supplies.

Physical Activity:

Reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, and making repetitive motions. Able to lift 30 lbs.

Physical Requirements:

Sedentary and light work.

Mental Demands:

Reading, detail work, confidentiality, problem solving, language, stress, training, math, reasoning, verbal communication, written communication, customer contact, multiple concurrent tasks, and constant interruptions.

Working Conditions:

The worker is not substantially exposed to adverse environmental conditions.

Qualifications:

1. High school education or equivalent, Associate's Degree preferred.
2. Excellent written and verbal communication skills.
3. Positive attitude, reflected in customer, coworker, and public interaction.
4. Possession of a variety of administrative skills, including: computing, data entry, copy and printing systems, telephone systems, grammar, spelling, etc.
5. Strong skills in microcomputer applications, including: Microsoft Access, Excel, Word, Google Sheets.
6. Read and interpret documents; carry out written or oral instructions.
7. Possess a professional appearance and telephone voice.