



Golden State YMCA YMCA Camp Sequoia Lake

Job Title: Office Manager
Location: Visalia, California
Compensation Range: \$20 - \$22 / hour

Reports To: CEO
Type: Regular Full-Time

Position Overview:

The Golden State YMCA is seeking a highly organized and dynamic individual to join our team as the **Year-Round Summer Camp Office Manager**. This key role supports the year-round administrative and operational needs of YMCA Camp Sequoia Lake, ensuring efficient office operations, managing camper registrations, supporting the camp leadership team, and assisting with day-to-day administrative tasks. This position is crucial to maintaining camp organization, both before and after the summer season.

Key Responsibilities:

Administrative Support:

- Provide year-round administrative support to the CEO and Camp Directors.
- Oversee the daily operations of the camp office, ensuring it runs smoothly and efficiently.
- Organize and maintain paper and electronic files, including camper records, staff documents, and financial data.
- Manage communications with campers, and families, including handling email inquiries, phone calls, and letters.

Camp Registration & Enrollment:

- Oversee the camper registration process year-round, including answering inquiries, processing forms, and handling payments.
- Maintain and update the camper database, ensuring accurate and up-to-date records for all campers.
- Collaborate with the camp's leadership team to track camper registrations, attendance, and enrollment numbers.

Financial Management:

- Assist with billing and invoicing, ensuring that all payments are recorded and up to date.
- Manage camp's online payment system, track outstanding balances, and provide follow-up communications to families as needed.
- Track donations and send out acknowledgments

Office Management:

- Ensure office supplies are stocked and maintain inventory of all necessary office equipment and materials.
- **Customer Service:** Provide excellent service to prospective and current camp families, answering questions about registration, camp policies, and scheduling.
- **Problem Solving:** Address any issues or concerns that may arise during the registration process or throughout the camp season, working closely with camp management and staff to resolve any challenges.

Qualifications:

- **Education:** High School Diploma/GED and some college
- **Experience:** Minimum of 2-3 years of experience in office management, customer service, or a related administrative role (preferably in a camp or non-profit setting).
- **Organizational Skills:** Strong ability to multitask, prioritize, and handle multiple projects in a fast-paced environment.
- **Communication:** Excellent written and verbal communication skills with the ability to engage with families, staff, and vendors in a professional manner.
- **Technical Skills:** Proficiency with Google Drive (Sheets, Docs, Forms) Microsoft Office Suite (Word, Excel), and camp management software (such as Campbrain, or similar platforms).
- **Problem Solving:** Ability to resolve issues calmly and professionally, ensuring a positive experience for all involved.
- **Attention to Detail:** Strong attention to detail, especially with regard to financial tracking and record keeping.
- **Customer-Focused:** Strong customer service skills, with a friendly and approachable attitude.
- **Flexibility:** Ability to adjust to changes in the camp's operational needs and work with varying schedules, especially during peak periods of registration or camp season.

Benefits:

- Employee covered health insurance with up to \$850/month employer contribution
- PTO: including nine paid holidays, two weeks accrued vacation/yr, twelve days accrued sick/yr
- YMCA Retirement: 8% contribution by YMCA once eligibility is met.
- 403b Retirement Savings Account, 100% employee contribution.
- Discounts on camp programs for family members

Changes: This job description will be updated if duties and responsibilities change significantly. Job functions are subject to modification based on business necessity.

ADA/FEHA: The Company will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EEO: The Company is an equal employment opportunity employer.

Application Procedure:

To be considered, applicants must submit ALL of the following required material before or by the filing deadline:

- An online job application
- Resume

To apply visit <https://ymcacampsequoialake.campbrainstaff.com/>