



CAMP ADMINISTRATOR

Position Title: Camp Administrator
Status: Seasonal position
Reports To: Senior Coordinator Recreation
Department: Recreation, Sport and Fitness Services

Purpose:

Camp Administrator is responsible for the efficient functioning of the summer camp experience for campers and their families.

Duties & Responsibilities:

The Camp Administrator serves as the first point of contact for staff, guardians and campers. The role is crucial in providing administrative support and ensuring smooth communication within the entire camp. The duties of this position include:

- Interacting with children from 4-13 years old and their grownups
- Greet guardians, campers, and visitors in a friendly and welcoming manner
- Provide detailed information about camp programs, schedules, and policies
- Assist in the registration process by collecting necessary information and ensuring all required documentation are complete.
- Serve as a liaison between guardians and camp staff, relaying important information
- Manage the camps e-mail account and Camp Office phone
- Provide exceptional customer service to enhance the overall camp experience
- Address and resolve minor issues/concerns raised by guardians, campers, or staff
- Redirect more significant issues to the Camp Supervisors and Coordinator for resolution
- Assist with financials, such as documenting expenses or processing payments
- Knowledge of the daily schedule and communicate efficiently with Program Supervisors any changes or scheduling conflicts
- Supervise and safeguard campers waiting in Camp Office at all times ensuring all safety protocols are followed
- Respect RA property by safeguarding all Camp electronic equipment
- Understand all emergency procedures associated with the camp program and RA operations
- Be aware and monitor campers with dietary restrictions, allergies, no photo privileges and any disclosed special needs. Safeguard campers medical equipment (ie Epipen)
- Administer first aid according to RA protocol including documenting in a professional manner all incidents immediately following the occurrence and notifying their Program Supervisor
- Monitor and inventory medical supplies and ensure sufficient ice pack stock
- Be comfortable speaking with guardians regarding campers' experience including sensitive topics around behaviour, an injuries or sickness

- Assist in maintaining accurate program records, including incident reports and electronic sign in and out documentation
- Speak professionally with parents at drop off & pick up times and record daily attendance electronically with a customer service-oriented mindset
- Coordinate all early pickup request in a timely manner
- Foster an inclusive work camp environment
- Provide guidance to Counsellor-in-training Volunteers
- Attend mandatory pre-camp training session and weekly staff meetings
- Work cooperatively with RA employees and all members of the Summer Camp Team
- Perform other duties as assigned by Senior Camp Coordinator

Skills / Qualifications / Prerequisites:

- Post-secondary student
- Valid Standard First Aid & CPR B or C Certified
- Vulnerable Sector Police Records Check (valid within 2 years)
- Available the entire period of the RA Summer Camps season (8 weeks)
- Previous experience in a customer service or administrative role (Preferred)
- Experience working with children in a school, sport, or childcare setting (Asset)
- Must be a mature, helpful, patient, responsible, energetic and positive person who genuinely enjoys working with children
- Ability to maintain composure in busy or challenging situations
- Strong communication (verbal and written), leadership and organizational skills
- Be able to navigate a vast facility, demonstrate mobility through typing, bending, squatting, kneeling and rotating, lift objects weighing up to 25 lbs/11kgs, and be comfortable in a simulating, loud setting daily for extended periods of time.