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## YMCA of Northern Utah

Job Title: **Office Manager-Wasatch**  
FLSA Status: **Exempt**  
Reports to: **Regional Director**

Job Location: **Salt lake City/Wasatch County**  
Posting Date: **08/03/18**  
Primary Function/Department: **Administration**

### **POSITION SUMMARY:**

The Office Manager directs the overall business operation of the camp on a year-round basis, including purchasing, camp store, record keeping, customer service, and financial records. The position involves considerable independent work as well as being an effective member of a team.

The primary responsibilities of the office manager are to ensure quality customer service and data integrity. The office manager, reporting to the Director, is responsible for data processing and upkeep of YMCA resident camp programs and services (operationally and financially), managing general office duties and maintaining an organized and effective office. The office manager will provide customer support and will build relationships with campers, families and staff. Upholding the values of caring, honesty, respect and responsibility are imperative.

### **ESSENTIAL FUNCTIONS:**

- Manage all customer service and communication functions with customers and vendors.
- Answer phones and email communications related to camper registrations, parent questions/concerns, and general camp operational questions.
- Manage the daily operations of the camp store including purchasing, inventory control, camper accounts, and record keeping; Supervise staff assigned to assist in the store; Manage overall finances of the camp store and inform camp director of income and expense status.
- Manage communication with and contracting of rental groups; Develop and manage contracts, billing and payments for rental groups; Inform camp program managers of rental inquiries and bookings.
- Manage and maintain updates on corresponding camp calendars of confirmed and pending groups.
- Manage incoming and outgoing mail; Assist in mailing invitations to guests and the management of mailers
- Assist in the management and record keeping of camper and staff information. Record, file, summarize, and prepare reports related to camper registrations.
- Manage online camp job application and job postings
- Update and maintain database with accurate information in a timely manner
- Assist in the management and record keeping of volunteer hours and information. Record, file, summarize, and prepare reports related volunteers.
- Manage tracking and submission of reimbursable meals, Bishop storehouse order submission, grant spending and monthly reconciliation.
- Support the recruitment and retention of campers through strategic outreach initiatives.
- Support annual giving and solicitation of donations through planned events and campaigns.
- Manage accounts receivable for balances up to 30 days past due and then pass accounts to supervisor.
- Contact customers as needed to ensure all accounts are up to date.



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- Generate customer/donor statements as needed.
- Generate daily deposit reports and submit accounting
- Update and maintain databases and maintain data integrity; Ensure databases are always current and readily available.
- Manage registrations and guest list for special events

*This is not an exhaustive list of all duties. Responsibilities are based on programming needs and subject to change at any time.*

#### **REQUIRED QUALIFICATIONS:**

- Education Requirements: High School Degree (or equivalent) required. Associates or Bachelor's degree preferred.
- Spanish language fluency is preferred.
- Previous Work Experience: Minimum of 1 year related admin experience. Experience with Non-profit and/or youth program organizations preferred.
- Attention to detail and dependability is a must.
- Must be able to pass an FBI background check with fingerprinting prior to start date.
- Computer Proficiencies: Ability to effectively use a computer for word processing and research. Strong knowledge of Google products, Word, Excel, Publisher and ability to work within various databases, or the ability to learn and adapt quickly to computer based communications and tools.
- Demonstrated skills in planning, time management, flexibility and independent work proficiency.
- Ability to handle multiple tasks simultaneously and to prioritize appropriately.
- Must have strong interpersonal and communication skills and be sensitive, adaptable, professional, and articulate when dealing with others.
- Must be able to work autonomously within the YMCA core values of Caring, Honesty, Respect and Responsibility.
- Must display sound judgment with the ability to make timely decisions.
- Versatility, flexibility and a willingness to work enthusiastically within constantly changing priorities.
- Must be able to engage strangers in conversations and make all people feel welcome.
- A high degree of tact and discretion is required. Must be able to maintain confidentiality.
- Certification Requirements: Must be able to obtain and become certified in CPR/First Aid, AED and Food Handlers within thirty days of hiring. Child Abuse Prevention training required within 30 days of hire

#### **LEADERSHIP COMPETENCIES:**

- Communication & Influence
- Emotional Maturity
- Critical Thinking and Decision Making
- Engaging Community



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#### **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work in excess of a 40-hour week with irregular work hours.
- Must be able to lift and carry food and supplies weighing up to 20 pounds.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Position may require bending, leaning, kneeling, and walking.
- Ability to view data on a computer and/or on paper for long periods of time.
- Must have the ability to travel to the resident camp facilities at least once a week during seasonal operation, June through August.

*The YMCA of Northern Utah provides equal employment opportunities (EEO) to all employees and applicants. Applications for employment will be considered without regard to race, color, religion, sex, national origin, age or disability.*

#### **TO APPLY:**

Interested applications should send a cover letter and resume to Adria Stauffer, Human Resources Director  
astaufer@ymcasaltlake.org

To learn more about employment at the Y, visit <http://ymcautah.org/employment>