

Appel Farm Arts Camp



Camp Administrator - Detailed Responsibilities

Year round camp administration duties include, but are not limited to:

- Learning and mastering usability of Camp Database (Campminder)
- Providing customer service by answering phone calls and managing camp@appelfarm email account, including answering questions about camp, helping patrons with account questions or other registration issues
- Working with Camp Team and Marketing Team to send informational emails to registered families
- Managing “Leads” - entering information from referral agencies into database, sending out emails to leads
- Signing up people for tours, emailing confirmation and reminders, compiling list for tour guide
- Reviewing camp applications and enrolling campers, creating preliminary bunk assignments
- Entering scholarship application info into database; sending scholarship notifications and following up for scholarship registrations
- Confirming camper registration forms are complete; communicating with families for incomplete forms
- Working with Bookkeeper and Camp Leadership to issue invoices and payment reminders to registered campers
- Attending Camp Fairs throughout the region (as scheduled with the Camp Leadership Team)
- Managing/leading Camp Tours (roughly one weekend date per month)
- Participating in debrief meetings and camp planning meetings as coordinated with Camp Leadership Team to continue to modify, improve, and update policies, procedures, written and verbal communication strategies, and other outward-facing administrative functions in support of camp program

Camp-Season administration duties include, but are not limited to:

- Sending transportation details to families for bus and flying staff and campers, making bus list to share with Camp Team
- Mail/Email/Package Management: Daily package collection from post office; sorting and distributing mail and writing package slip; distributing packages to campers at rest hour; notifying staff about deliveries/packages; printing and distributing camper emails from parents
- Coordinating Check In and Check Out Days and Visiting Days
 - Being on site to oversee all staff and camper check in, check out, and visiting days; monitoring phones

- Creating name tags for staff; coordinate and distribute schedules for the day
- Printing lists of campers with bunk assignments for check in and check out days
- Printing visitors list for visiting day
- Creating a check out day checklist for parents and campers
- Preparing check in and check out bins for bunk heads
- Daily communication with parents including answering phone calls, responding to emails
- Sending planned communications (informational reminders, advance registration details, etc) to parents
- Ordering supplies for canteen; filling canteen orders
- General office duties including helping summer staff with printing, copying; ordering office supplies, printing labels for health center, bus kids' luggage; setting up printer for camp office and health center
- Assisting with financial management including preparing spending money for campers for Beach Day; confirming Canteen Balances; confirming scholarship billing with Bookkeeper
- General management of camper records, updating database with notes as needed, making changes to registrations or noting cancellations
- Assist in coordinating early pickups as needed
- Managing the camper and staff documents/valuables stored in the Office Safe (ie. passports, SIM cards)
- Auditing staff and camper required forms and ensuring completion prior to arrival
- Communication with Kitchen re: diets and needs of campers and staff

General year-round office support duties include, but are not limited to:

- Answering phones and directing calls as appropriate
- Ordering/maintaining general office supplies for staff
- Greeting visitors and signing them in and out
- Coordinating with Programs Administrator for additional administrative support needed for other year-round programs