



FORTUNE LAKE LUTHERAN CAMP OFFICE MANAGER JOB DESCRIPTION

Reports to: Camp Director

Position Purpose: To provide organization and clear communication amongst camp staff, volunteers, campers and congregations as primary registrar and point of contact. To manage day-to-day financial operations.

Position Overview: The Office Manager handles all accounts receivables/payables, bookkeeping, accounting, registration, and reception activities at the Fortune Lake Lutheran Camp office and assists the Camp Director in financial planning and budgeting. The Office Manager is often the first impression and voice of Fortune Lake and represents the organization in their interactions with others while serving as a resource person for constituents' needs and questions. The Office Manager supervises any seasonal and part-time office staff and coordinates all office functions and activities. The Office Manager serves as the camp Registrar.

Specific Responsibilities:

- Maintains all accounting functions and is responsible for overseeing accounting procedures for registration, rentals, donor tracking, payroll, accounts payable, accounts receivable, including:
 - All Quickbooks accounting functions such as coding all entries for registration, donations, payroll, accounts payable and receivable
 - Tracking/coding funds coming in from various online sources and check deposits, and year-end journal entries
 - Online bank accounts
- Relays payroll details to external accountant's office, provides payroll information to staff, sets up and tracks summer staff pay, ensures proper federal and state payroll taxes and reporting; submits State taxes via Treasury Online. Relays year-end and new year payroll details for year-round staff.
- Answers phones and email inquiries and responds by addressing caller's needs, forwarding to appropriate staff person, or taking messages as needed. Experience with voice over internet phones (VOIP) preferred.
- Distributes Board of Directors and committee memos, agendas, minutes, and communications.
- Assists the Camp Director and Board of Directors Treasurer in the preparation of association budgets and financial planning. Produces financial reports as directed by the Treasurer or Camp Director for use by the Board of Directors.
- Provides routine updates to camp documents and/or creates new documents as needed.
- Interacts with insurance companies to ensure accuracy of employee benefits, accounts, necessary updates/vehicle coverage, and submission of annual payroll audit for worker's camp.
- Oversees program registration including annual update of online registration system, auditing and following up on camper accounts, canteen funds, and church scholarships. Answers questions on registration, special situations, and monitors/adjusts session capacities. Provides confirmations and reminders to registered participants.
- Preps documents for summer weekly camper check-in and check-out in accordance with best practices.
- Manages petty cash including its use for camper canteen accounts, Day Camp team funds, and program and/or facilities expenses.
- Prepares State of Michigan Camp and Site License renewals with fee payment annually. Assists Camp Director and Facility Manager with inspections and licensing procedures.
- Oversees preparation and distribution of materials and onsite organization for annual meeting of Fortune Lake Association.
- Ensures that summer staff employee packets are distributed and completed.
- Completes background checks for all staff and volunteers per camp policy.
- Assists international staff in acquiring social security numbers and bank accounts to process payroll.

- Attend staff meetings as scheduled.

Mission:

- Communicate the mission, ministry, and goals of Fortune Lake Lutheran Camp.
- Share the story of Fortune Lake Lutheran Camp and encourage participation in the programs of FLLC.
- Works with staff team to provide an inviting, safe, and clean environment for camp guests, providing the highest customer service possible.
- Show guests the utmost hospitality through greeting them, providing information, answering questions, and providing tours as needed.
- Carry out and follow all FLLC policies, including personnel policies and risk management plans for the safeguarding of all campers and staff.

Physical Requirements:

- Ability to operate a vehicle and a variety of office equipment in a safe and efficient manner and to perform light to medium physical labor including the occasional lifting of heavy objects.
- Ability to easily and quickly navigate camp property as needed in performance of duties.
- Generally works an 8-hour day, however, extra hours may be required occasionally, including some weekends, particularly during summer camp season.

Qualifications:

- High school diploma with additional training and three years related experience in accounting and office management, or a combination of education and experience that provides equivalent knowledge, skills, and abilities to perform essential functions.
- Competence with standard office functions including word processing, databases, online registration systems, and donor software knowledge.
- Knowledge of common software programs and ability to learn new programs, including camp software. Prior experience with off-the-shelf computerized accounting software such as Quickbooks.
- Excellent verbal and written communication, initiative and follow-through, ability to track and prioritize multiple projects simultaneously, and attention to detail.
- Outstanding organizational and problem solving capabilities and the ability to consider both fine point details and big picture perspective. Reliable team player who upholds confidentiality.
- Must hold a valid driver's license.
- Must maintain a minimum of American Red Cross Community First Aid and CPR or equivalent; Fortune Lake will provide training and/or re-certification if needed.
- Ability to follow written and oral direction as well as employment policies, administrative procedures, and other requirements listed in the Personnel Policy Manual and Financial Procedures Manual.
- Must be eligible to be bonded.

Internal Relationships:

The Office Manager is an exempt position, reporting directly to the Camp Director. The Office Manager works directly with the Facility Manager, Guest Services Coordinator, and additional staff to provide a quality, seamless experience for all users.

External Relationships:

- Frequent contact with clergy and lay leaders of congregations of various denominations, as well as the general public including donors, campers, retreat guests, and rental groups.
- Communicates with vendors regarding billing inquiries and estimates on upcoming projects or services.
- Maintains professional relationships with financial institutions.

Compensation:

Salary of \$28,000-\$36,000 based on experience. After the three month probationary period, benefits include paid vacation and holidays, health insurance plan for employee and family (or partial reimbursement if not needed), employer contribution to retirement plan.