

**TITLE:** Administrative Assistant

**DEPARTMENT:** Business Department

**REPORTS TO:** Director of Finance and Administration

**POSITION SUMMARY:** The Administrative Assistant will support and actively contribute to fulfilling the goals and mission of Lake Geneva Ministries. With the primary focus on efficiently managing all day-to-day aspects of the administrative office, this position will ensure excellence in serving as a critical first point of contact for inbound guests, parents, visitors, and vendors while also being responsible for owning assigned business support services including registration, billing, reporting, database management, and internal and external communication standards.

**SPECIFIC DUTIES:**

**Under supervision of the Director of Finance and Administration (Business Director) and working in cooperation with the Accounting and Registration Team and other LGM staff, the following are responsibilities for this position:**

**ADMINISTRATIVE DUTIES**

● **Day-to-day Office Functions (approximately 60% of time)**

- Responsible for managing the front office to ensure a positive customer experience. Daily tasks include answering phones, responding to general emails, and fulfilling in-person needs for visitors while maintaining consistent communication standards with the Administrative Team and LGM staff.
- Responsible for sorting and distributing incoming mail and deliveries as well as processing outgoing mail.
- Manage and maintain office materials, equipment, and supplies as needed for staff.
- Support the Retreat Department with additional administrative projects as assigned.
- Work within the Accounting Department to support general bookkeeping functions, such as credit card reconciliation, Campwise schedules and analysis, spreadsheets, data entry into accounting system, filing, and other projects as assigned.

● **Registration Functions (approximately 40% of time)**

- Responsible for fulfilling responsibilities associated with registration, including providing customer support, returning emails, housing assignments, and managing camper forms.
- Assist Business Director and Camp Registrar in functions involving camper registration for program events, payment processing, billing, generating reports, and database management as needed.
- General outreach to camp families (via phone & email) to encourage attendance for camp programs and assist with camper registration.
- As a member of the Registration Team, assist with the camper check-in process, which includes pre-camp and post-camp communications, check forms for sufficiency, and ensure a positive on-arrival experience.
- Act as liaison between registration and camp staff for assigned programs. Prepare reports and ensure clear communication to support camp staff to successfully carry out programs.

**GENERAL MINISTRY SUPPORT (as needed)**

- Be a positive, helpful, and active member of the staff community.
- Support and help with programs, retreats, and events as needed.
- Help effectively maintain and steward the Ministry's resources.
- Perform other duties as assigned.

**GENERAL QUALIFICATIONS:**

This ideal candidate must:

- Be a committed and growing follower of Jesus Christ and actively involved in a local church.
- Be in agreement with and support the mission and vision of Lake Geneva Ministries.
- Be an effective and detailed verbal and written communicator.
- Have the ability to plan, organize and anticipate deadlines.
- Be willing to work in a team environment.
- Require minimal direction and have a work ethic that seeks out ways to help.
- Be attentive to detail, including writing and proofreading.
- Value strong donor and guest relationships and their interests in the ministry.
- Demonstrate confidentiality.
- Have excellent interpersonal and keen observation skills.
- Have a high degree of emotional intelligence.
- Be able to think strategically and analytically.
- Have the ability to take initiative and proactively improve efficiencies in administrative functions.

Additional desired skills or experience:

- Experience working in the field of Christian Camping or similar service industry
- Experience working in an administrative setting including database management and analysis.

**EDUCATION AND TRAINING REQUIREMENTS:**

- A bachelor's degree and/or requisite administrative experience
- A valid driver's license and a clean driving record.
- Computer knowledge and experience in the use of Microsoft Office 365. An aptitude and willingness to become proficient in the Ministries' registration software, Microsoft Office and Excel, and other database management systems.

This is an onsite position.