



## YMCA OF LANSING

FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

### Mystic Lake YMCA Camp Office Manager

**General Function:** Mystic Lake YMCA Camp is seeking a staff member who is responsible for engaging and building relationships with camp families while assisting camp management with overall operations of marketing, programming, and administrative activities. Responsible for providing excellent service and engagement to all families, guests, and program participants in-person and on the phone to ensure the purpose, mission, and values of the YMCA are met. The successful candidate will be a member of the Mystic Lake YMCA Camp Leadership Team.

#### **Duties and Responsibilities:**

1. Maintain personnel files and a roster of all current staff members.
2. Manage and forecast enrollment; attend to all enrollment billing matters, including past-due accounts and third-party payers.
3. Be familiar with licensing administrative rules and maintain all records necessary for licensing inspections.
4. Work with the Executive Director to comply with budgetary constraints.
5. With guidance from the Executive Director, plan the routine training program for staff members according to licensing requirements.
6. Maintain child files (enrollment, food program, and health records) and a current roster of all campers.
7. Collaborate with the Marketing Director in planning and implementing Mystic Lake's promotional efforts.
8. With guidance from the Executive Director and COO/Finance department, administer all aspects of scheduling, contracting, and accounting with all outside user groups (i.e., schools, churches, etc.)
9. Collaborate with food service staff to disseminate menus; compile meal tracking forms and prepare them for monthly claims.
10. Collaborate with maintenance staff as needed to ensure that equipment used in the camp is in good repair and is safe for campers.
11. Maintain a professional and welcoming office atmosphere and provide general reception duties (i.e., mail processing, phone/email inquiries and responses, etc.)
12. Completion of YMCA trainings within a required time frame.
13. Contribute to the Lansing YMCA's culture and operations by participating fully in staff meetings, sharing information obtained through outside reading and training, and performing other duties as required.

**Salary & Hours:** \$14.00-15.00/hour; 40 hours per week, Monday-Friday, April through August; 20 hours per week September-March.

#### **Benefits:**

- FREE adult membership to the YMCA! A member of any YMCA in Michigan may visit any Y in the state as a membership benefit.
- A 25% discount on program fees (including camp) for their child(ren) up to \$300 per year.

#### **Job Requirements:**

- Have a warm, supportive attitude toward children and families of all cultures.
- Must be at least 21 years of age.
- Have earned a high school diploma or general equivalency diploma (GED).
- Have a minimum of eight (8) weeks of cumulative full-time experience working with a population similar to that which the camp serves.
- Possess excellent communication skills (written and oral), as well as organizational and planning skills.

- Experience in Microsoft Word, Excel, and Outlook required; Teams and SharePoint/OneDrive preferred.
- Experience with social media and web posting apps.
- Have a minimum of four (4) weeks of full-time administrative experience in an organized camp or similar program.
- Must have the ability to pass a comprehensive background check (including fingerprinting) prior to employment and intermittently thereafter.
- Preferred one year experience in contract management and event planning as well as customer service.
- Ability to respond to safety and emergency situations.

**Physical Demands**

While performing the duties of this job, the employee is often required to: use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit and reach and must be able to move around the work environment. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.

**Disclaimers:**

- Must complete successful background screening.
- This job description may not be all-inclusive and employee is expected to perform all other duties as assigned by direct management.
- Duties may be modified when deemed appropriate by management.

**APPLY NOW:** [YMCA of Lansing Job Application](#)