



ADMINISTRATIVE ASSISTANT

About Big Brothers Big Sisters of Central Ohio

Since 1933, Big Brothers Big Sisters of Central Ohio has operated under the belief that inherent in every child is incredible potential. As part of the nation's largest donor and volunteer supported mentoring network, we make meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles"), ages 5 through young adulthood in communities across Ohio. We develop positive relationships that have a direct and lasting effect on the lives of young people.

Reports to: Camp Director

Position Summary

Optimize the life-changing power of camp! Our Administrative Assistant is part of a team that welcomes youth and families into our community by recruiting and then stewarding them through the application process, assisting with presentations/orientations, monitoring form submission, and managing a variety of office functions. All team members of Camp Oty'Okwa and Big Brothers Big Sisters of Central Ohio work together to deliver the highest quality youth programs through the best practices of the industry, in order to provide children the opportunity to achieve their full potential.

Specific Responsibilities

- Work with the camp team to develop and implement a camper recruitment plan, including contacting returning campers and providing information on upcoming programs;
- Coordinate with BBBSCO staff to facilitate recruitment, enrollment, and special events and to monitor status of campers related to other Agency departments during camp activities
- Communicate with camper families regarding recruitment, registration, and other needs as they arise, including processing any applicable fees and assisting with obtaining needed forms for both summer and weekend camp activities
- Facilitate and assist with registration flow on opening and closing days of camp retreats and summer programs
- Manage a system of reports on camper enrollment and other data for camp team and other BBBSCO departments, including, but not limited to grants management, fundraising, and programs
- Serve as primary contact for rental and education inquiries and outreach; responsible for timely collection of rental agreements, payment processing, coordinating meals and securing camp hosts, etc.
- Serve as the primary coordinator for Summer Food Service (SFSP) and Federal Produce Programs, including collection of all forms, develops and manages a system for tracking camper meals, and submission of accurate claims for reimbursement

- Assist with mailings and promotional materials to camper families and community partners in partnership with the AVP of Marketing and PR and Mission Engagement Team
- Perform routine office functions, including, but not limited to procure office supplies and maintain inventory, assist with various meeting agendas, minutes and reports, and other general duties as requested by Camp Director or designee

Position Requirements

- Must have a high school degree or higher; bilingual candidates preferred
- Prior experience as a receptionist, building manager, office manager, or related field
- Excellent written and verbal communication skills
- Competency in Microsoft applications including Word and Outlook; advanced Excel knowledge preferred
- Superb time management and organization skills
- Experience with administrative and clerical procedures
- Able to contribute positively as part of a team, helping out with various tasks as required
- Must be willing to work evening and weekends as required for summer camp registration, rental coordination, and special events
- Ability to communicate effectively with diverse stakeholder groups, including, but not limited to, Agency leadership and camp team members, schools, user groups, youth & families served, community members and partner agencies
- Must have viable transportation, valid drivers' license and insurance to meet job responsibilities

Position Knowledge/Abilities/Skills

- **Self-Awareness.** The ability to accurately recognize one's own emotions, thoughts and values and how they influence behavior. The ability to assess accurately one's strengths and limitations, with a well-grounded sense of confidence, optimism and a growth mindset. This includes performance in the areas of identifying emotions, accurate self-perception, recognizing strengths, self-confidence, and self-efficacy.
- **Self-Management.** The ability to regulate successfully one's emotions, thoughts and behaviors in different situations – effectively managing stress, controlling impulses and motivating oneself. The ability to set and work toward organization and personal goals. This includes performance in the areas of impulse control, stress management, resilience, perseverance, failure management, self-discipline, self-motivation, self-development, continuous learning, seeking and accepting feedback, productivity, and organization skills.
- **Social Awareness.** The ability to take the perspective of and empathize with others, including those from diverse backgrounds and cultures. The ability to understand social and ethical norms for behavior and to recognize family, school and community resources and supports. This includes performance in the areas of quality customer service, perspective-taking, empathy, appreciating diversity and inclusion, applying equity and maintaining respect for others.
- **Relationship Skills.** The ability to establish and maintain healthy and rewarding relationships with diverse individuals and groups. The ability to communicate clearly, listen well, cooperate with others, resist inappropriate social pressure, negotiate conflict constructively, and seek and offer help when needed. This includes performance in the areas of individual and group communications, social engagement, culture alignment, appropriate navigation through the organization, conflict management, trust and credibility, recognition of others, collaboration and team building.

- **Responsible Decision-Making.** The ability to make constructive choices about personal behavior and social interactions based on ethical standards, safety concerns and social norms. The realistic evaluation of consequences of various actions and a consideration of the well-being of oneself and others. This includes performance in the areas of anticipating problems, identifying problems, diagnosis, and analyzing situations, solving problems, evaluating, reflecting, and determining alternatives, use of formal and informal channels, appropriate escalation, and ethical responsibility.
- **Goal-Directed Behavior.** Shows initiative of and persistence in completing tasks of varying difficulty. This includes performance in the areas of strategic alignment, conceptual and tactical thinking, planning, goal setting, time management, systematic application, and priority management.
- **Optimistic Thinking.** Has an attitude of confidence, hopefulness and positive thinking regarding organization and life situations in the past, present and future. This includes performance in the areas of change management, unexpected internal and external priorities, ambiguity, resilience, perseverance, gratitude, visionary thinking, learning from the past, and being in the present.
- **Personal Responsibility.** Shows a tendency to be careful and reliable in one's actions in contributing to group efforts. This includes performance in the areas of personal and professional accessibility, accountability, results orientation, promptness, service mindset, listening, confidence, compliance, providing feedback and coaching, thinking "one agency", continuous quality and performance improvement, innovation and creativity, and teamwork.

To help achieve the mission of the agency, the Camp Administrative Assistant may have to assume additional tasks and responsibilities as assigned by the Camp Director or their designee.

This job description should not be interpreted as an employment contract. The Agency reserves the right to unilaterally and periodically modify this job description as is consistent with its goals and objectives.

If you have any questions or do not understand the job description as written, please see the Camp Director immediately. If you understand everything completely, please sign and return to the Vice President of Human Resources.

Signature

Date