



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

**YMCA of Greater Syracuse
Job Posting**

Job Title: Office Assistant **Reports To:** Camp Office Manager/Director of Camp Iroquois & Teens
FLSA: Non-exempt – Seasonal/Temporary **Work Location:** Camp Iroquois
Dates: June 25 through August 17, 2018 (two additional weeks from August 20 through 31, 2018)
Work Schedule: Monday through Friday from 7:30am to 4:30pm

A Career with a Cause:

At the Y, strengthening community is our cause. Our mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. We focus our work in three key areas, youth development, healthy living and social responsibility. We are committed to this cause because a strong community can only be achieved when we invest in our kids, our health and our neighbors.

General Functions:

Under the direction of the Director of Camp Iroquois & Teens and Camp Office Manager, the Office Assistant Provides excellent member service by assisting Camp Iroquois toward its primary objective of putting Christian Principles into practice through programs that build healthy spirit, mind, and body for all. The incumbent is a team player who demonstrates excellent organizational, verbal, interpersonal, problem solving, computer and typing skills. The incumbent accepts and demonstrates the YMCA core values of caring, honesty, respect, and responsibility.

YMCA Summer Day Camp Quality Service Theme:

By acting as role models and building lasting relationships, we make a positive difference in families' lives.

Responsibilities/Duties/Functions/Tasks:

The essential functions of this position include, but are not limited to the following:

- Assist Office Manager in maintaining a professional and organized office atmosphere.
- Communicate with families on a daily basis; contact all participants prior to each session to confirm enrollment, end of day procedures, immunization records, etc.
- Answer telephones and answer all questions pertaining to camp, take detailed messages for any unknown answers and make sure they are returned in a timely fashion.
- Provide prompt customer service; handle questions and concerns of parents and/or staff that pertain to the office.
- Make copies as needed and maintain an organized office filing system.
- Input registration, payment, and participant information.
- Keep files up to date and ensure all required information is submitted.
- Assist Office Manager in collection of late payments.
- Ensure proper sign out of campers being picked up in the camp office including authorization and photo identification.
- Other duties as assigned by Office Manager or Director of Camp Iroquois & Teens.

Experience and Education:

- Possess high school diploma or GED; or one to two years related experience and/or training; or equivalent combination of education and experience.

Qualifications:

- Must be 18 years of age.
- Excellent organizational and communications skills both verbal and written, interpersonal, problem solving, typing, and computer skills are essential to the success of this position.
- Possess and demonstrate ability to read, interpret and effectively communicate documents, information, and instructions such as safety rules, program policies, rules and procedures, and YMCA policies and procedures, work with minimum supervision, work as part of YMCA staff team.
- Ability to write and print routine reports and correspondence.
- Basic computer skills including Microsoft Word, Excel, and Internet Explorer, ability to learn CCC software.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Brings to this position maturity, responsibility and a sincere interest in working with people.
- Possess a general knowledge and understanding of YMCA, its goals, and its mission.
- Possess knowledge of various resources for programming ideas and the skills to utilize that information in program implementation.

Trainings & Certifications:

- Must attend and complete YMCA Child Abuse Prevention and other related training at Camp Iroquois Orientation.

Core Competencies:

- Supports the Mission, Vision and Direction of the YMCA: Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts changes; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.
- Builds Community: Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.
- Provides a Quality Experience for Members, Participants, Internal Customer and Other: Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve in involve members, participants, internal customers and others.
- Works Productively: Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- Uses Effective Personal Behaviors/Communicates Effectively: Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

Effect on End Results:

This position strongly impacts the effectiveness with which the YMCA accomplishes its mission. The Camp Iroquois Office Assistant is committed to promote an environment that teaches values, is healthy, safe and provides an opportunity for positive growing experiences:

1. Strong lasting relationships with parents, campers, and co-workers
2. The Camp team provides safe and age-appropriate activities
3. Build a strong, positive community image

Physical Demands:

Ability to frequently stand, sit, walk, talk, hear, type, run, jump, kick, catch, throw, climb, kneel, bend, reach, balance, crouch or crawl, climb and/or balance, reach with hands and arms, handle or feel, stoop, lift/move and carry approximately 10 to 40 pounds, and use hands and fingers. Special vision abilities required: distance, peripheral, depth perception and ability to adjust focus.

Work Environment:

Duties are in an office environment and in a camp setting; at times camp employees may be exposed to undesirable working conditions, communicable infectious diseases, and the risk of injury from children. All camp employees are required to follow the preventive health policies of the Camp at all times. The noise level in the work environment is moderate to above average. Employees will be frequently exposed to a wet/cold, hot/humid climate.

Americans with Disabilities Specifications:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply:

Interested candidates should respond to Allie Clarke, Director of Camp Iroquois & Teens (315) 637-2025, ext. 210 or email their application to aclarke@syracuseymca.org or Laura Lipari, Human Resources Coordinator at (315) 474-6851, ext. 356 or email their application llipari@syracuseymca.org, no later than February 14, 2018.

The YMCA of Greater Syracuse reserves the right to interview only those internal candidates that based on their qualifications, experience and background meets the requirements of the job vacancy.