



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**YMCA of Greater Syracuse
Job Posting**

Job Title: Office Manager
FLSA: Non-exempt – Seasonal/Temporary
Dates: June 25 through August 17, 2018 (two additional weeks from August 20 through 31, 2018)
Work Schedule: Monday through Friday from 9am to 6pm

Reports To: Director of Camp Iroquois & Teens
Work Location: Camp Iroquois

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 & Camp, the Camp Office Manager's primary responsibilities will be to enter, maintain, monitor and verify all information entered into the Camp database system. The incumbent is expected follow all established YMCA cash handling procedures when billing, collections and handling of monies for all Camp account receivables, generating and maintaining daily camp reports and records, and to provide excellent customer service to all camp members. The incumbent is a team player who demonstrates excellent organizational, verbal, interpersonal, problem solving, and computer 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:

- Maintain, enter, monitor and verify all information in the Camp database system.
- Provide quality, timely customer service to all current and potential camp members.
- Perform all billing, collection, and handling and recording of monies for all Camp account receivables.
- Distribute receipts, invoices and late notices to all Camp participants.
- Develop and monitor systems to communicate with participants about their accounts status including follow up.
- Research and process all participants' parents and/ or guardians claims of invoice payments, charge backs and NSF checks and bank drafts, etc.
- Answer all accounts receivable inquiries, general camp inquiries and follow-up.
- Produce monthly summary reports and updates on account status of each participant for your supervisor.
- Perform administrative functions such as filing, typing notices, transporting monies from off sites, rosters and account receivable reports, etc.
- Maintain a neat, clean, pleasant, and safe environment.
- Other duties as assigned by supervisor.

Experience and Education:

- Possess an Associate Degree; or one to two years related experience and/or training; or equivalent combination of education and experience.
- 1-year of prior experience working in an office environment, with collections and customer service experience, and supervision of staff.

Qualifications:

- Demonstrated understanding of general accounting principles.
- Excellent organizational and communication skills (verbal and written), interpersonal, and problem solving aptitude are essential to the success of this position.
- Must be computer proficient using Microsoft Office software programs and previous experience with database software programs.
- Ability to work under pressure and to manage multiple tasks with deadlines in a self-directed, prioritized, and calm manner with the flexibility to meet changing needs and priorities as they occur.
- Possess and demonstrate the ability to Read, interpret and effectively communicate documents, information and instructions such as safety rules, Camp procedures, etc.
- Solve, handle and follow up on a variety of account receivable and collection problems.

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- Brings to this position maturity, responsibility and a sincere interest in working with people.
- Possess knowledge of various resources for programming ideas and the skills to utilize that information in program implementation.
- Work as part of the Camp and YMCA staff team.

Trainings & Certifications:

- Must hold and maintain CPR/AED certifications or successfully complete prior starting work at Camp.
- 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 Manager 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 for all campers
3. Builds a strong, positive community image

Physical Demands:

Ability to frequently stand, sit, walk, talk, hear, type, run, jump, kick, 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.