



### **Our Mission**

The mission of Whispering Winds Catholic Conference Center is to provide a Christ-centered environment, apart from the everyday world, where all are welcome to increase their knowledge of and commitment to Christ, and join as fellow pilgrims on their journey of faith with God.

**Job Title:** Camp Administrative Assistant

**Organizational Relationship:** Reports to Camp Director

**Department:** Camp Experience

**Location:** Whispering Winds Catholic Conference Center, Julian, CA

**Pay Rate:** \$16.00-\$20.00

**Position Type:** Full Time or Part Time, Non-exempt plus benefits

### **Overview:**

The Whispering Winds Administrative Assistant is responsible for enhancing the guest, program and volunteer experience while remaining consistent with the mission and established policies of the camp. The Camp Administrator will manage Welcome Center operations during weekend guest group stays, ensuring industry leading customer service and a clean and welcoming Welcome Center.

### **Qualifications:**

The ideal candidate is customer service-oriented and someone who:

- Is able to work with a diverse staff to ensure synergy between departments
- Has experience in customer service and computer usage
- Exhibits a flexible can-do attitude
- Has an appreciation for the value of "behind the scenes" ministry
- Demonstrates meticulous attention to detail in all areas of responsibility
- Has a friendly disposition and treats all people with respect and courtesy
- Demonstrates excellent verbal skills when speaking to groups

### **Experience in these areas is a plus:**

- Bilingual in English and Spanish
- Working knowledge of Audio and Video equipment
- Recreation facilitation and event planning

### **Job Description:**

- Ensure an industry-leading level of hospitality for all guests to enjoy
- Oversee the welcoming and departure of weekend guests and guest groups in a positive manner, ensuring rebooking/s
- Work in tandem with the Camp Administrator to foster clear, accurate communication and a productive team spirit
- Execute a positive check in and check out experience for all WW programs, rentals and event guests during designated work hours
- Collect guest roster at check-in and reconcile with waivers to ensure completed paperwork
- Anticipate and promptly respond to group needs
- Assist guest groups with their needs during the duration of their retreat
- Communicate with appropriate staff any new systems and training needed to enhance the guest experience
- Facilitate recreation amenities as needed
- Provide guests with a WW evaluation at end of event

- Assist the Camp Experience team in managing onsite camp administration - supplies, IT and Welcome Center cleaning and upkeep
- Attend staff meetings and special ministry events, some held off site and on weekends
- Attend trainings and seminars, as needed
- Cross-trained and willing to work in other camp related departments as needed
- Communicate any necessary or anticipated maintenance related issues to the Director of Operations and Facilities Manager
- Coordinate with all camp staff to monitor the safety of all guest and guest activities, buildings and grounds in an effort to minimize any exposure to liability
- Maintain clean and orderly displays in the Angel's nook store
- Perform twice-daily counts of the register till

**Miscellaneous:**

- Normal camp office environment requiring occasional lifting (up to 20 lbs.), bending, stooping, pushing, pulling, and standing for moderate periods of time.
- Minimal travel to San Diego/reliable transportation required

**Disclaimer:**

This job description is a summary of the typical functions of the job, not a complete list. The responsibilities, tasks, and duties might differ from those outlined and other duties, as assigned, might be part of the job. For more information on the organization, please visit [whisperingwinds.org](http://whisperingwinds.org).