

Part-Time Office Administrator

Stayner Camp & Christian Retreat Centre – Evergreen Christian Ministries (ECM)

Reports to: Stayner Camp Managing Director

Position: Part-Time

Regular Commitment: Approximately 6–12 hours per week

Seasonal Commitment: Potential for additional hours from May through October

Compensation: \$18.50-\$20.50/hour

Scope of the Position

The **Part-Time Office Administrator** supports the day-to-day office, reservation, payment, and guest-service functions of Stayner Camp & Christian Retreat Centre.

Working under the direction of the Stayner Camp Managing Director, the Office Administrator serves as a welcoming first point of contact for guests by answering phones, greeting visitors, assisting with arrivals and departures, processing payments, and managing bookings through Camplife software.

The Office Administrator also helps host guests, supports camp communications and advertising, and assists other operational areas—including maintenance or kitchen duties—when needed. The successful candidate will be dependable, hospitable, organized, accurate, and willing to serve wherever practical needs arise.

Qualifications & Conditions of Ministry

The Part-Time Office Administrator will:

- Have a born-again relationship with Jesus Christ and regularly attend an Evangelical church.
- Annually affirm the ECM Statement of Faith and ECM Statement of Agreement.
- Read and agree to applicable ECM policies and procedures.
- Submit to and pass an Ontario Police Record Check as required by ECM.
- Be eligible to live and work in Canada.
- Demonstrate a welcoming, professional, and service-oriented manner with guests, callers, staff, volunteers, and vendors.
- Demonstrate strong organizational, interpersonal, communication, and problem-solving skills, with careful attention to detail.
- Be comfortable learning and using reservation, payment, email, office, and social media software; experience with Camplife is considered an asset.
- Handle guest, payment, and organizational information with appropriate confidentiality and discretion.
- Work independently, manage changing priorities, and remain accountable to the Managing Director.
- Be available for flexible and additional hours during the busier May–October season, including occasional evenings or weekends as required.
- Be willing and physically able to assist with light maintenance, kitchen, or other camp duties within their training and capabilities.

Front Office & Guest Service

The Part-Time Office Administrator will:

- Answer incoming phone calls, respond to routine questions, take accurate messages, and direct inquiries to the appropriate staff member.

- Welcome guests and visitors in a warm, courteous, and Christ-centred manner.
- Support guest arrivals and departures, including check-in and check-out procedures.
- Provide clear and accurate information about accommodations, facilities, camp policies, programs, local amenities, and guest expectations.
- Help host retreat groups, campers, and other guests by responding to practical needs and coordinating with appropriate staff.
- Maintain a tidy, welcoming, and organized reception and office area.

Bookings, Payments & Records

The Part-Time Office Administrator will:

- Create, update, and manage guest and group bookings in Camplife software with accuracy and attention to detail.
- Confirm reservation details, rates, dates, accommodations, deposits, balances, and special requests with guests and relevant staff.
- Collect and process payments using approved procedures, issue receipts, and accurately record transactions.
- Follow up on booking information, required forms, deposits, outstanding balances, and other guest documentation as directed.
- Maintain accurate digital and paper records and assist with routine filing, data entry, reports, schedules, and office administration.
- Refer booking exceptions, complaints, refunds, financial discrepancies, or unusual guest concerns to the Managing Director.

Communications, Promotion & Advertising

As assigned, the Part-Time Office Administrator may:

- Assist with creating, scheduling, and posting accurate and engaging social media content.
- Help prepare and update camp advertisements, promotional materials, website information, email communications, and event notices.
- Collect appropriate photographs, stories, program highlights, and guest-facing information for promotional use in accordance with ECM policies.
- Review public-facing information for accuracy and communicate updates or corrections to the Managing Director.

Camp Operations & Other Duties

The Part-Time Office Administrator will:

- Communicate guest needs, schedule changes, and operational information to maintenance, housekeeping, kitchen, programming, and other staff as appropriate.
- Assist with guest setup, hospitality, basic cleaning, light maintenance, kitchen support, or other practical camp needs when required and appropriately trained.
- Use ECM funds, facilities, equipment, systems, and supplies responsibly.
- Promptly report safety, security, maintenance, financial, personnel, or guest-service concerns to the Managing Director.
- Contribute to a cooperative staff culture and help foster a safe, welcoming, and Christ-centred camp environment.

The responsibilities above describe the general scope of the position and are not intended to be exhaustive. Other related duties may be assigned by the Stayner Camp Managing Director, consistent with the purpose, scheduled hours, training, and capabilities of the position.