

# Interim Office Manager Job Description

November 2023

Reports to: Executive Director

Hours: 40 hours per week; usually Monday to Friday, 8:30-4:30  
Occasional weekend work required

Start Date: Eight-to-nine-month position beginning in December or January 2023, with a strong possibility of further work in this or a related position after the interim period.

Synopsis: This is a very key leadership role at Timberline Ranch. The successful candidate will work in the front office, ensuring that there is good communication between all departments, ensuring that our first contacts with guest group leaders and camper parents are positive and helpful, and ensuring that all office administrative tasks are done in a professional and timely manner.

Duties:

**Primary duties include:**

- **Office Administration**
  - Cover the front desk, emails, and phones, ensuring that everyone receives a professional and prompt response
  - Keep the virtual whiteboard up to date with all events and activities
  - Assist Executive Director as needed (e.g. mailings, reports, etc.)
  - Ensure website is up-to-date and communicate any changes needed
  - Submit a monthly report to the board
  - Order office supplies as needed
- **Guest Group Bookings**
  - Ensure from first contact until after a guest group has left that they have a positive and successful experience at Timberline.
  - This includes phone calls, emails, greeting the groups, giving tours as needed, contracts, invoicing, special requests, and so on.
  - This also includes communicating with all departments the needs of the group, such as activities, accommodations, equipment, meals, food allergies, etc.
  - Ensure that weekend hosts are recruited, available, and trained as needed
- **Financial Reporting**
  - Prepare monthly reconciliations
  - Administrate donations and deposits
  - Take deposits to the bank
  - Ensure donors are acknowledged and thanked
- **Seasonal & Summer Camps**
  - Ensure camper registrations are administered, using our CampBrain software
  - Ensure inquires and missing payments are followed up
  - Ensure registrations are closed off at the right times
  - Ensure confirmation letters are sent out three weeks prior to arrival
  - Arrange for people to take photos and for the photos to be edited, sent in, and returned (summer camp)
  - Prepare money floats as needed

- Arrange for thank-you cards for end of summer
  - Help arrange summer staff party
- **Banquets & Events**
  - Send out and administer invitations
  - Ensure decorating is accomplished
- **Staff Management**
  - Supervise and encourage Office Assistant and any office volunteers, including weekend hosts
  - Ensure Office Assistant has sufficient tasks and is equipped to complete those tasks
- **Team Contribution**
  - Help implement events as planned by the team
  - Attend meetings and planning sessions as scheduled
  - Assist with camp tours in the spring as needed
  - Arrange lost and found once or twice per year
  - Participate as part of the Timberline community

**Secondary duties may include:**

- Fundraising
  - Help lead and plan fundraising events and initiatives as needed
- Artistic / Creative
  - Help with gardening and landscaping
  - Help other departments in creative/artistic endeavors, such as decorating
- Various
  - Help out in other areas as needed and as time permits
  - Pursue mentoring relationships with staff and volunteers
  - Help with monthly Cobs bread pick-ups

Qualities:

**Strengths should include:**

- Christ-centered orientation and attitude
- Highly organized
- Team orientation
- People skills (and a good sense of humour!)
- Ability to create a joyful and peaceful work environment
- Proficiency with MS Office, especially in writing, publishing, and spreadsheets

**Candidate should also have:**

- A high sense of calling to this kind of Christian ministry
- A heart of service and grace

Benefits:

**Benefits include:**

- Starting wage of \$20-24 per hour, based on experience in this type of role and education
- Paid lunch breaks
- Free hot lunches most days
- Regular benefits (EI, CPP, WCB, Vacation)
- Potential to be put on extended medical plan and matching RSP

Application:

**Process involves:**

- Written cover letter and résumé to Executive Director, Craig Douglas
  - [craig@timberlineranch.com](mailto:craig@timberlineranch.com)
- Timberline staff application and three references
  - <http://www.timberlineranch.com/get-involved/positions-available/>
- Interview process
- Criminal record check
- There will be a review after three months

**Thank you for your interest in serving at Timberline Ranch!**