



Lutherans Outdoors in South Dakota Office Manager Position Description Camp NeSoDak

Position: NeSoDak Office Manager

Our Mission: Lutherans Outdoors in South Dakota welcomes all to explore and experience Christ's love in community and creation.

Purpose of Role: To further the mission of Lutherans Outdoors in South Dakota by providing radical hospitality, exceptional organization of data and information, fostering community through relational ministry and creation stewardship. To be successful in this role, applicants:

- Will strive to be welcoming and hospitable with guests who come to camp.
- Must have good phone manners
- Good computer knowledge, grammar, and typing skills (familiar with Microsoft Office, Excel, e-mail).
- Ability to keep information confidential.
- Trustworthiness with counting and handling money.
- Good organizational skills.
- Flexible with interruptions and able to juggle many tasks and deadlines.
- Ability to work well with others and to be a flexible member of a team.

Responsible to: Camp Director

Essential Duties and Responsibilities:

1. Greeting all who come to NSD with radical hospitality. Assist them with their needs.
2. Customer Relations
3. Answer phones in a polite, helpful manner.
 - a. Transfer calls as needed.
 - b. Help the caller with appropriate information.
 - c. Take complete messages, making sure the message gets to the appropriate person.
4. Arrange/provide camp tours as requested.
5. Reservations and sales
6. Office management
7. Money handling

Reservations and Sales

1. Be the primary point of contact for retreat reservations. Provide information, prices, and answer questions.
2. Create contracts, billing statements, and maintain correspondence with retreat leadership.
3. Update calendars and talk with NeSoDak Staff about rentals and reservations.
4. Track guests and visitors' information.
5. Track donations and in-kind gifts.
6. Track volunteer hours.

Office Management

1. Keep the camp calendar with reservations for retreats, meetings, and special events.
2. Clean the office public areas on a weekly basis, and/or work with Hospitality Manager/Program Director/Retreat Host to schedule seasonal staff to clean the office.
3. Process reports for Lutherans Outdoors Office (retreat, volunteer, in-kind gifts)
4. Responsible for office correspondence including retreat contracts, filing, copying, thank you notes for offering and gifts of any kind, and mailings.
5. Work with the Hospitality Manager to manage the calendar. Develop and follow-up with potential retreat leads.
6. Make trips to the post office and bank as needed.

Money Handling

1. Maintain and track petty cash accounts
2. Maintain and track canteen account. Balance the receipts and money, and request new funds as necessary.
3. Send weekly bank deposit paperwork to the Lutherans Outdoors office.
4. Process and scan bills weekly to Lutherans Outdoors office.

Other Responsibilities

1. Sound understanding of LOSD core values, mission and vision.
2. Attend weekly staff meetings and review the retreat calendar and guest groups needs.
3. Occasionally help with or attend weekend events at camp.
4. Occasionally run other errands in town.
5. Compile new hire paperwork and send to Sioux Falls
6. Ability to be self-motivated and work independently.
7. Proven verbal and written communication skills.
8. Willingness to work with flexibility as part of a team in a creative atmosphere.
9. Physical stamina, emotional stability, positive outlook, and a servant attitude.
10. Hold a valid driver's license, possess a safe driving record, and drive camp vehicles safely.
11. Ability to lift and carry office supplies and packages (10-15 lbs) and sit for extended periods.
12. Ability to do some physical work around camp, such as light cleaning or set up supplies for groups.
13. Be willing to help with other tasks around the camp on occasion (such as dishes or housekeeping or camper registration).
14. Infuse the Core Values into all events and as they apply:
 - a. **Explore Faith** in the recognizing the summer camp theme and implementing it as you can
 - b. **Build Leaders** by trusting others to do the work they say they will; empower them with new duties as you see fit.
 - c. **Welcome All** by going out of your way to provide extra attention to the details or finding answers for our guests (sending pictures to new and worried guests; responding to food needs promptly; creating a campfire; providing more linens or forgotten toiletries)
 - d. **Care for All Creation** in suggesting they make a separate garbage can for recyclables.
 - e. **Connect at the Water** - remind all our guests to enjoy NeSoDak in their in between moments. Allow themselves to be renewed by the sound and the smell of the water.

HOURLY POSITION: This is a 25-30 hour a week position, contingent on a background check.

SALARY: \$15.00 per hour

Applicants must be at least 21 years old with at least a high school education (some college preferred).

(Revised January 2025 MJK)