



## **Administrative Specialist**

### **Standard Operating Procedure**

#### **Morning**

##### **Clock-in at the Camp Office**

- Check voicemails and emails from the night before
- Pass on messages to Directors/Leadership Team
- Check the weather and post in office

#### **Daily Schedule**

##### **Customer Service**

- Greet any parents/guardians who come onto campus
- Answer parent/guardian questions, make enrollment changes, collect paperwork and process payments
- Promote and upsell camper enrollments
- Double check absent campers and call home to check in
- Make notes in camper's profile as needed
- Answer the phones and emails throughout the day
- Communicate with parents/guardians regarding any camper issues (i.e., missing lunch, behavior, reminders, etc.)

##### **Office Management**

- Organize and maintain cleanliness of the office
- Assist Team Members with administrative tasks such as making copies, distributing materials, etc.
- Maintain camp attendance rosters
- Relay messages from parents/guardians to Leadership Team
- Print and distribute daily/weekly paperwork and reports for Leadership Team
- Communicate with Food Service vendor
- Connect with Customer Engagement Representative from ESF Headquarters
- Assist Nurse and Leadership Team where needed

#### **Afternoon**

- Be prepared with any camper dismissal verification questions (over the walkie)
- Communicate pick-up changes to Team Members

##### **Clock out at the Camp Office**

- Follow-up with any outstanding parent/guardian communications
- Clean office/desk area
- Relay messages to Site Director(s)/Leadership Team