



## Business & Office Coordinator— Communications & Development

**Accountability:** The Business & Office Coordinator reports to the Business & Office Director.

**Position Summary:** As part of the year-round team, this role supports the mission by being the “face of Camp Luther” through direct contact with guests, donors, volunteers, visitors, vendors, and service providers, as well as the successful performance of office, communications, and guest relations duties.

### Chief Duties and Responsibilities

#### Guest Relations/Welcome Center

- Be a Christ-centered, welcoming, and professional representative of Camp Luther in all interactions and correspondence, such as:
  - Answering, handling, and/or directing phone calls;
  - Monitoring, responding to, and/or directing emails received in both general business and personal work email boxes;
  - Collecting, processing, and/or distributing incoming and outgoing deliveries;
  - Assisting in accurately processing financial transactions and deposits;
  - Being a courier to local businesses, as necessary, i.e. bank, post office, etc.;
  - Maintain lost and found lists and services for all guests.
- Ensure a welcoming and efficient work area by:
  - Maintaining overall appearance, cleanliness, and organization of Welcome Center areas;
  - Monitoring, ordering, and stocking general office supplies;
  - Being proficient in operation and maintenance of office equipment;
  - Assisting in the maintenance of accurate and orderly paper and/or electronic filing systems.

#### Communications

- Assist in the development and implementation of the annual communications plan.
- Coordinate the communications team to plan and produce media (electronic and hard copy) and encourage social media engagement, such as:
  - Social media posts;
  - Monthly and semi-annual newsletters;
  - Quarterly promotional packages;
  - Annual Report.
- Coordinate website design and content.

#### Development (Donors and Volunteers)

- Attain and maintain proficiency in use and support of the donor module portion of the camp management software (CircuiTree).
- Assist in the development and implementation of the annual development plan.

- Process donations, track volunteer service hours, and prepare acknowledgement letters/donor receipts/tax letters and other development correspondence.
- Coordinate volunteer hospitality services, such as scheduling and housing/work assignments.
- Coordinate production of donor and volunteer communications, such as appeals, communication pieces, and mailing lists.
- Produce spreadsheets/reports as requested, such as:
  - Donors and Volunteers;
  - Contributions and Service Hours;
  - Development efforts and results.
- Assist with month-end donor financials and service hours reporting.
- Coordinate and/or assist with donor/volunteer events such as Golf Classic and Volunteer Week.
- Assist in efforts to identify and obtain current and new alternative funding sources such as foundations and grants, including:
  - Assisting with grant writing and applications;
  - Assisting with required reporting in regards to use of funds received.

Other duties as they may be assigned or delegated.

### **Supporting Duties and Responsibilities**

As a member of the Business & Office team, the commitment to step in, back-up, and support the duties and responsibilities of the Accounting and Registration Office Coordinators in the following:

- Registration;
- Canteen;
- Accounting;
- Other duties as they may be assigned or delegated.

### **Position Requirements**

- Required
  - High school diploma or equivalent;
  - Two-year post high-school education or equivalent work experience;
  - Proficient in general business applications (Microsoft Suite, Google Apps);
  - Strong organizational skills, attention to detail, and project/group management understanding;
  - Ability to maintain focus in a high-energy, fast-paced environment with frequent distractions and interruptions;
  - Flexibility to work both independently and as part of a team;
  - Professional business and/or creative writing skills;
  - Commitment to support and work within the Christ-centered mission, vision, and values of Camp Luther.
- Preferred
  - College degree or four years' equivalent work experience;
  - Familiar with website and social media maintenance and content;
  - Familiar with basic graphic design programs (Canva, Photoshop, Cap Cut);
  - Familiar with Camp Luther and the Lutheran Church-Missouri Synod.

### **Work Schedule**

Monday-Friday, 8 am to 4 pm with occasional evening or weekend hours to support guest services, i.e. registration, programs, etc.