

Operations Administrative Assistant Position Description

July 2026

Position Purpose

The Operations Administrative Assistant provides part-time administrative support for Camp Perkins operational systems, guest services, reservations, contracts, registration, communication, records, and seasonal staffing documentation. Working under the supervision of the Operations Director, this position helps ensure that operational details are organized, accurate, timely, and clearly communicated so onsite staff can focus on hospitality, program execution, and ministry presence.

Reporting Relationship and Classification

- Reports to the Operations Director.
- Works closely with the Operations Director to support reservations, contracts, guest communication, calendar updates, registration support, operational records, and compliance documentation.
- Coordinates with the Program & Hospitality Manager, Development Director, Executive Director, and other staff as assigned by the Operations Director.
- Part-time, non-exempt, year-round position, expected approximately up to 20 hours per week; primarily remote with onsite presence requested as needed with advance notice.
- This position is not benefit-eligible and does not supervise staff unless specifically assigned.

Essential Responsibilities

- Answer, route, and respond to assigned phone calls, voicemails, emails, general inquiries, and administrative correspondence with warmth, clarity, and professionalism.
- Prepare, send, track, and organize rental group contracts, retreat agreements, registration information, guest forms, certificates of insurance, and related documentation.
- Support reservation administration, registration processes, pre-arrival communication, guest records, payment status information, and post-event follow-up as assigned.
- Create, update, and maintain calendar entries for programs, rental groups, guest events, facility use, staffing needs, and operational priorities at the direction of the Operations Director.
- Maintain accurate records in Camp Perkins databases, registration systems, shared drives, spreadsheets, communication platforms, and operational files.
- Assist with seasonal staff paperwork, volunteer records, background checks, required forms, training documentation, health care volunteer records, and compliance-related files.
- Assist the Operations Director with documentation for insurance renewal, incident records, vehicle information, staff records, risk management files, USFS/SNRA reporting, annual reporting, and organizational records.
- Support administrative preparation for camp-sponsored programs, retreats, rentals, work weekends, volunteer events, staff training, and summer camp.
- Assist in documenting and improving administrative systems for reservations, registrations, guest communication, record retention, and operational workflows.

Required Qualifications

- Commitment to supporting the mission and ministry of Camp Perkins Lutheran Outdoor Ministries.
- Strong organizational skills, high attention to detail, reliable follow-through, confidentiality, and ability to work independently in a remote environment.
- Excellent written and verbal communication skills and ability to provide courteous, professional service by phone, email, and written communication.
- Proficiency with computer programs, web-based applications, email, shared drives, spreadsheets, documents, registration systems, and database tools.
- Experience in office administration, hospitality, camps, churches, nonprofits, customer service, or registration systems preferred.
- Ability to accept supervision and guidance, maintain regular communication with the Operations Director, and follow Camp Perkins policies and procedures.

Position Flexibility

- This position description describes the general nature and level of work performed and is not intended to be an exhaustive list of all duties, responsibilities, or qualifications.
- Responsibilities may be adjusted, expanded, or reassigned as ministry needs, operational priorities, organizational growth, supervisor direction, and strategic initiatives evolve.