



**Willowbrook**  
where the creative spirit of childhood finds its home.

## **WILLOWBROOK ARTS CAMP**

**JOB TITLE:** Customer Experience Business Coordinator

**JOB TYPE:** Full time, year-round, non-exempt

**DATE POSTED:** December 11, 2018

**REPORTS TO:** Executive Director

### **ORGANIZATION OVERVIEW**

Willowbrook Arts Camp is an outdoor, six-week summer day camp which offers a rich environment of integrated arts and nature. It provides opportunities for children to develop their creative potential through experiences in the arts and environmental studies in an atmosphere that mentors and nurtures the whole child, promotes a spirit of peaceful collaboration and encourages individual exploration and expression. For more information, visit [www.willowbrookartscamp.org](http://www.willowbrookartscamp.org)

### **POSITION SUMMARY**

The Customer Experience Business Coordinator will be the face of Willowbrook on many levels, ultimately helping to assure a welcoming environment and high level of satisfaction among our campers, parents, staff and community. Overall, this year-round position will support the Executive Director, Program Director and staff by providing financial, operational and administrative functions as assigned. This is a full time, non-exempt, year-round position with benefits, located in Tualatin, Oregon.

**START DATE:** early January

### **ESSENTIAL JOB DUTIES & FUNCTIONS**

#### Customer Experience

- Coordinate and oversee summer camp registration and staffing online system
- Coordinate and oversee the camp's front desk customer experience team, fostering an exceptional and welcoming environment for all campers, parents, guests, and staff
- Coordinate camp parking and child drop-off/pick-up systems; work collaboratively with the City of Tualatin to assure efficiency and overall satisfaction
- Help train, supervise and evaluate registration and parking support staff

#### Administrative & Personnel

- Assist in the paperwork and on-boarding of all employees; maintain personnel files
- Oversee payroll functions to submit to payroll with outside vendor
- Monitor camp and business email accounts, responding to and directing in a timely manner
- Assist with vendor and other service contracts

- Collect and generate statistical reports as needed
- Ensure the safe-guarding of information systems through access controls, password protection, and reliable data back-up plans
- Order office supplies, furniture and equipment as needed or requested
- Manage incoming and outgoing mail
- Maintain archival and administrative files

#### Financial:

- Work closely with Willowbrook's accounting firm, provide internal bookkeeping support and assist with organization of fiscal documents and reports, including providing requested data for tax preparation
- Maintain financial records including collection of and accounting for camper fees, petty cash, billings and receipts, and all other revenues
- Manager, track, and reconcile all banks accounts using QuickBooks online
- Maintain general ledger entries
- Provide financial data for Willowbrook reports and new grant proposals
- Adhere to Willowbrook's fiscal policies and procedures

#### General

- Act as a steward of Willowbrook's resources and mission/vision/values by training, modeling and promoting sustainable behaviors and operations
- Contribute to community and City of Tualatin relationship building and networking
- Contribute to short and long-term organizational planning and strategy
- Assist with other administrative duties as assigned by the Executive and Program Directors

### **DESIRED EXPERIENCE | QUALIFICATIONS | ABILITIES**

- 4-year degree and two (2) years office /administrative/customer experience; or equivalent combination of education and experience sufficient to successfully perform the essential duties and functions of the job.
- Experience working for a kids camp and/or a nonprofit organization preferred but not required
- Familiarity with bookkeeping and accounting principles
- Demonstrated expertise with QuickBooks Online and spreadsheets
- Passionate about our campers, parents, staff and community and improving their overall experience; prior customer facing experience preferred
- Excellent knowledge of MS Office, Google suite, databases and informational systems; experience with Campsite software management a plus
- Meticulous and detail oriented with a demonstrated ability to dive deep and ask the right questions
- Strong communication skills with the ability to listen well, and write and speak effectively
- Collaborative leadership; able to contribute to a high functioning team environment
- Ability to juggle and adjust multiple priorities, productivity, efficiency, and speed based
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Ability to work well with a small year-round staff, and with a large summer staff (200+)
- A clean driving record and ability to pass a background check

## **HOURLY RATE & BENEFITS**

\$15-17/hour

Benefits:

- 11 paid holidays per year
- 80 hours paid vacation leave
- 80 hours paid sick leave
- Paid holiday closure (December 24 – January 2)
- \$300 monthly health stipend (total \$3600/yr.)

*Willowbrook Camp is an equal opportunity employer and is committed to maintaining a work environment which is free of harassment, discrimination, or retaliation because of sex, gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age, sexual orientation, gender identity, military service, veteran status, or any other status protected by federal, state, or local laws.*

## **HOW TO APPLY:**

Please submit a cover letter and resume to [apply@willowbrookartscamp.org](mailto:apply@willowbrookartscamp.org) using “Business Coordinator – Your Name” in the subject line. References will be request only for final candidates. Applications are reviewed on a rolling basis. No phone calls or walk-ins please.