



Camp Fire  
MINNESOTA

## Camp Fire Minnesota Position Description

**Job Title:** Front Desk Associate  
**Purpose:** Provide excellent customer assistance  
**Reports to:** Camp Director, Customer Experience Manager  
**Classification:** Exempt, seasonal

### About Camp Fire Minnesota

With nature as our catalyst, Camp Fire Minnesota energizes youth to discover their spark so their futures glow brighter.

Camp Fire Minnesota "lights the spark" in over 5,000 K-12 youth each year through nature-based experiences. Our programs include summer camp, STEM, environmental education, and teambuilding school field trips at Tanadoona, in-school STEM and environmental education, and community-based before/after-school and summer nature programs.

We are proud to offer inclusive and welcoming programs to all youth. To this end, over 40% of youth who participate in Camp Fire Minnesota programs receive financial aid. As a result of their Camp Fire experience, 90% of youth report valuing nature and stewarding the environment.

Our summer camps at Tanadoona in Chanhassen and Camp Bluewater in Grand Rapids offer youth and teens progressive, nature-based learning through day, specialty day, overnight, adventure and leadership development camps. Tanadoona is an ACA accredited camp.

### About This Position

The Front Desk Associate is responsible for providing quality customer service, relaying messages with staff (via radio, phone, and email), running the camp store, managing office supplies, mail and copier needs, and delivering service with a smile. Our customer service statement states that "all feel welcomed and inspired at Tanadoona," including prompt, welcoming communication with camp families and staff.

### Qualifications:

- Outstanding interpersonal skills.
  - Strong customer service background.
- Possess excellent communication and organizational skills
  - Able to present information concisely and effectively.
  - Comfort and confidence during phone communication.
  - Experience with sales, inventory, or money collection preferred.
- Strong computer skills,
  - Proficient in Microsoft Outlook, Word, and Excel
  - Database management or equivalent computer experience.
- Be able to multi-task and prioritize work.
- Must be flexible and handle pressure and time sensitive issues.
- Be able to work well with a team of others and work independently.

**Responsibilities:**

- Provide outstanding customer service to all camp guests and employees.
- Answer all incoming phone calls at the camp office and track in the Excel phone log.
- Ability to communicate program information to guest.
- Provide excellent email and phone etiquette.
- Keep the front desk area neat, orderly, and well stocked with necessary forms for staff use.
- Distribute incoming mail and small packages.
- Become familiar with copy machine to assist other staff when needed.
- Responsible for running camp store time and keeping track of all camp store transactions.
- Carry out all check-in and check-out procedures including taking payments.
- Assist with accounting and HR responsibilities as required.
- Ability to learn our online registration system and assist customers.
- Responsible for assisting with running reports and data entry.
- Become proficient with front desk emergency procedures.
- Other duties as assigned and deemed necessary.
- Communicate with Camp Fire MN staff as needed:
  - Facilities Manager
  - Customer Experience and Sales Manager
  - Operations and Executive Assistant

**Desired Availability:**

- Available to attend Camp Training from May 31 – June 8.
- Available to work flexible hours, ranging as early as 7:30 am and as late as 7:00 pm.
- Last day of work is Thursday, August 29, 2019

**Pay Range:**

- \$300/week, including room and board

**Application Process:**

Submit an application, [found here](#).

- Please direct questions to [hrcamp@campfiremn.org](mailto:hrcamp@campfiremn.org) (include the position title in the subject line)
- Fax: 952-378-1661
- Mail: Camp Fire Minnesota, Attn: Camp Staff, 4829 Minnetonka Boulevard, Suite 202, St. Louis Park, MN 55416

*Camp Fire Minnesota is an Equal Opportunity Employer. Applicants are considered without regard to race, color, religion, sex, national origin, age, veteran status, sexual preference, disability, condition or any other group protected by law*