



Office Assistant
Position Guide

Position Overview:

Jesus Christ and His Word are the standard by which we live our lives and conduct our ministry. It is our greatest responsibility and privilege to serve Him. The successful impact of our ministry and the way we operate is built upon the conviction that in all we do, we do for the glory and honor of Jesus Christ. Jesus Christ is the center of all things at Kenbrook. As we serve our guests and minister to our community, we are ultimately serving Him.

The Kenbrook staff is a team, working together to serve God through relationships, programs and services that promote community, discipleship, innovation and ministry. It is vital that staff understands that “going the extra mile,” serving beyond the scope of our job description is often a part of what we are called to do. Whatever our task, we must bear in mind that our service is ultimately unto the Lord.

Classification: Part-Time

Qualifications:

- Growing, personal relationship with Jesus Christ
- Supportive of the mission, vision and values of Kenbrook Bible Camp
- Teachable spirit; team-player attitude; servant heart; responsible; industrious; hospitable
- Love for and desire to work with people in a camp and retreat setting
- Work efficiently and effectively unsupervised
- Excellent interpersonal and relational skills in communication (oral and written), understanding, grace and faithfulness
- Excellence, courtesy, consistency and professionalism in phone, written/typed message etiquette
- Ability to process, identify and strengthen systems and structures
- Comfortable speaking in front of small and large groups
- Able to host for occasional weekday groups
- Able to lift and carry up to 50 pounds
- Regularly connected with a local body of Christ

Reports to: Guest Services/Operations Director

Responsibilities:

- Answer phone and general email received; forward messages as necessary
- Manage daily reservation workload including:
 - Returning e-mails and phone calls of guest group leaders

- Update and complete Guest Services Task List including:
 - Draft and send out contracts
 - Send 6-month and 2-month reminders
 - Send Final Group Reports and supporting documents
 - Draft and send invoices
 - Send all pertinent re-booking reminders
- Update and keep current the Google Kenbrook Calendar
- Update and keep current hard copy group files
- Consistent communication with Guest Services/Operations Director
- Mail information to inquiring guests/groups
- Assist with host training as requested by the Guest Services/Operations Director
- Serve as registrar for all Kenbrook programs. Register guests/campers, mail confirmation packets, assist in assigning camper housing and run reports as requested
- Maintain guest/camper database/records
- Attend weekly staff and hospitality meetings
- Attend weekly check-in meetings with Guest Services/Operations Director
- Design/assist in design of brochures, newsletters and other promotional materials
- Design and schedule social media posts on regular basis
- Order office equipment, supplies and services as needed; operate within administrative budget
- Notify Guest Services/Operations Director of problems with office equipment
- Keep the Kenbrook office neat and orderly; ensure all guests/visitors sign in properly
- Maintain Kenbrook archives (newsletters, brochures, board minutes, etc...)
- Other duties as assigned