



Job Title:	Office Manager & Registrar
Classification:	Full-Time, Salaried/Exempt
Compensation:	\$58,000-\$63,000, commensurate with experience
Reports to:	Executive Director/Camp Director
Duration & Location:	Year-Round (mid-May through mid-August at Camp property in Quincy, Mid-August through Mid-May, based in Oakland)

In light of the retirement of one of our long-time staff members, several years of significant growth, and the desire to balance the workloads of our year-round team, Oakland River Feather Camp (ORFC) is restructuring our year-round staff team and converting a previous part-time position to full-time.

We are seeking a dynamic, skilled, and experienced professional to join our year-round staff team as our **Office Manager & Registrar**. This position will oversee our registration, bookkeeping, and office operations. Previously, we had one position that was responsible for registration, another that was responsible for our financial efforts, and multiple positions responsible for various components of managing the office. This position will put all three of these functions under one role, allowing for more integration and operational effectiveness.

In the past few years, due to increased staff investment, we have experienced significant growth in both program enrollment and contributed revenue to the organization. While this has led to bigger budgets each year, it has also led to more transactions! Our very manual processes did not keep up or evolve fast enough and we experienced some growing pains. We've already made some significant operational changes that have increased efficiency (for example, setting up Bill.com and integrating it with Quickbooks Online), and we believe this new structure will allow for continued efficiencies and centralized ownership over these important core functions.

As part of this expansion and restructure, we are also hiring a full-time, year-round Development & Marketing Coordinator. You can learn more about that position by [clicking here](#).

You might be wondering if you'd be a good fit for Oakland Feather River Camp. There are a lot of additional details on the next pages about our organization's operating model, programs, and values, as well as about the role itself, but right away you'll know if you're suited for this position if you are:

- A clear communicator from both a writing and oral standpoint
- An organized and detailed planner, but can roll with changing priorities and situations

- Someone with excellent customer service and engagement skills and the ability to understand, adapt to, and build relationships with diverse people, teams, perspectives, and cultures in a friendly, collaborative consistent manner
- A process-oriented individual who likes to create structure in complex systems
- Someone who has an exceptional attention to detail
- Productive and independent, but a team-player at heart
- Someone who holds yourself and others to high standards and values continuous improvement, but doesn't let it stop you from getting the job done
- An individual that can juggle multiple projects simultaneously

That's a very brief introduction to this position and what we are looking for, but there's a lot more to it! We know that all camps and nonprofits are different and some are structured in very different ways. There's a lot of information in the next few pages, but our hope is that in learning more about OFRC and our culture upfront, as well as what type of individual we are looking for, you will be able to more effectively evaluate prior to applying whether you think you are a good fit for this role and if OFRC would be a good next step in your career journey.

ORGANIZATIONAL PROFILE & PROGRAMS

For nearly 100 years, OFRC has provided youth and families with meaningful, mountain summer camp experiences and has helped facilitate the creation of lasting memories along Spanish Creek in Plumas National Forest. We have a unique history that can be found [on our website](#).

OFRC is an organization with two distinct seasons - each with its own priorities, locations, and types of work depending on the time of year. During the program months (May-September), our team's full focus is on the day-to-day operation of our Camp programs and facility in Quincy, CA. The focus in the non-program months (October-April) shifts to hiring and recruitment, marketing, fundraising, and - most importantly - planning for the upcoming summer!

OFRC is situated in the beautiful Plumas National Forest, where the Cascade and the Sierra Mountain Ranges meet. Most of the year-round team spends our summers at Camp in Quincy, CA during the summer, and then work in or near our Oakland, CA office the rest of the year. Facilities and housing at camp are rustic, but well-maintained, and in the last four years, we have invested over \$250,000 into the site and property.

During a typical summer, we serve our community through six weeks of family camp, one week of traditional youth overnight camp, and several weeks of rental group camps. There is a lot of program diversity from week to week! We also typically have a Memorial Day Volunteer Work Weekend and a Labor Day Weekend Family Camp. There is rarely a day when we do not have campers on site between early June and August, so night and weekend work is standard and days off will likely occur in the middle of the week. The days at camp are long, yet fulfilling!

Our first group is usually scheduled for the weekend before Memorial Day weekend and our last group the weekend after Labor Day. Our dedicated Facilities Staff start waking up the facility late April and are typically employed until the end of September. In the summer months, we employ approximately 40 seasonal summer staff across our Program, Facilities, Food Service, and Office departments.

Family Camp is OFRC's signature program (check out [our themed week descriptions on our website!](#)). In 2021, we averaged 90 family campers during each session. This was lower than our typical occupancy capacity due to COVID-19 restrictions. For the 2022 season, we are striving for over 150 campers each day or session.

Our one-week of **Youth Camp** has been capped at ~80 youth largely due to our staff structure. We've had waiting lists in this program for the last three years and hope to grow it as we expand on our Counselor/Leader-In-Training program and increase the number of program staff needed during our other camp weeks through enrollment growth.

Our **Rental Groups and Program Partnerships** make up a significant percentage of our summer and revenue. We host external camps of all types, including a week-long art camp for adults, the longest running LGBTQ+ family camp in the country, several youth camps run and staffed by the Oakland Parks & Recreation Department, and weddings.

Our mountain backdrop provides a unique recreation and community building experience for Oaklanders and Northern California youth and families. Accommodations for campers include platform tents and rustic cabins. Half have electricity, but half do not! Bathroom facilities include four bathhouses throughout the site.

LOCATION

The **Office Manager** will be required to work on site up at camp during the program months (May-Sept) of the season. We will provide you with private, rustic, furnished accommodations.

During non-program months (October-April), the Executive Director/Camp Director, Assistant Camp Director, and Office Manager will join this position down in Oakland, where our small office is located. Oakland is one of the most diverse cities in the country, with communities and neighborhoods representing hundreds of backgrounds, ethnicities, and demographic profiles. The progressive political culture, commitment to equity, and vibrant art, music, and food scene give Oaklanders a lot of pride and reflect the values of the city as a whole. As one of the fastest growing cities in California, [the restaurant, entertainment, and nightlife scene in Oakland was thriving before COVID hit.](#)

In addition to the bustling city life, Oakland is situated with easy access to Pacific Ocean [beaches](#) and [coastline](#), and the incredible [East Bay Regional Park System](#) (including Redwood Regional Park, right in the Oakland Hills, a ten minute drive from the Office). Our office is also located a short walk from Lake Merritt, a community gathering and expansive park space - right in the middle of the city.

San Francisco (referred to residents of the East Bay as "The City") and Berkeley are a short drive or train ride away. Santa Cruz, Monterey, Wine Country, and Sacramento also are all within a couple of hours and allow for easy day trips. Road biking and bike trails are numerous throughout the region. [National Parks such as Yosemite, Sequoia, Muir Woods](#) are all within a day's drive as well.

ORGANIZATIONAL CULTURE

We Are Mission and Vision Driven... and Committed to Celebrating!

If you haven't already, check out our nonprofit mission at the top of the job description. We use our mission as our guiding light as we set goals and priorities. We also love that it includes the word *celebrate* and strive to do that when we accomplish milestones or benchmarks towards our organizational goals. We have a vision of being a mountain microcosm of Oakland, representing every community and demographic group, and with as vibrant cultural programming as is available down in Oakland.

We Have High Standards and Aim to Work Smarter, Not Harder!

We value knowing the best practices and endeavor to apply them as much as possible at every opportunity. At the same time, we are a small organization and know that perfection is the enemy of progress. Each year, our goal is to make recurring processes smoother and more efficient than the year before and also become more effective in our personal performances.

We Are Committed to Your Success!

To that end, we're serious about helping you improve your skill set, whether it be to further develop your strengths or to fill the gaps in certain areas. Certifications, conferences, webinars, podcasts, books, training sessions - there are lots of ways we develop our skill sets. While our professional development budget is not unlimited, we want you to be successful at your role and love to see our team members grow. We also know that sometimes we need to bring in the experts and get some extra help. When needed, we're not shy about calling upon contractors to help with specialized tasks or projects when capacity is short or the task is over our heads!

We're Nimble & Ready for Anything

Our rapid growth has sometimes caused growing pains, which has meant juggling multiple projects at once and having to respond to opportunities or unexpected situations. While this position is being created to help address this, we know that change is one of the only constants in life, that camps are complex organizations, and that success breeds new challenges.

We Understand the Need to Recharge

As any nonprofit or camp professional will tell you: you *need* to take a break to rest and recharge after (and during) a busy program season! We FULLY support that. In addition to valuing flex-time and having a generous time off policy, we are also **implementing a four-day off-season work week for our year-round staff starting in October**. This position will require occasional work on weekends and weeknights, but we also allow for flexible, remote work arrangements. We encourage disconnecting *completely* from work during time off so real recovery can take place and we can give our all when we return to work. Given the residential nature of the camp, it's not always possible to do this, but with a little bit of planning and coordination, it can nearly always be done!

COMPENSATION & BENEFITS

In addition to your salary (see range above), a generous vacation, PTO, and holiday policy, and an employee program discount for your friends or family to use during our Family Camp program, we cover 100% of health insurance premiums and recently set up a company 401k retirement program. We also cover your cell phone bill. Did we mention that we are implementing a four-day work week from October - April? Yes, really!

CHALLENGES WE'VE FACED THE PAST YEAR & A HALF

It's been a challenging year and a half for all camps, nonprofits, and small businesses and OFRC is no outlier. Prior to the pandemic, we were on a fast-paced growth trajectory. Largely because of a focus on heads-in-beds (marketing and maximizing occupancy) and investment in our fundraising program, we had sizable surpluses each of the last several years. OFRC has grown from a budget of \$600k in 2016 to just over a million in 2021 and we are projecting additional growth in the years ahead.

After cancelling our 2020 camp season last Spring, we faced significant financial challenges as a seasonal business so reliant on summer program revenue. We survived thanks to the generosity of our OFRC camp families and alumni community, and through securing financial support through government programs at the federal, state, and local levels.

One priority of our nonprofit board of directors was to keep our year-round staff fully employed and we are proud that we were able to make it through 2020 without furloughing or reducing wages for any of our year-round team.

As our financial position stabilized in the early Fall of 2020, we began to plan for the 2021 camp season. We began contingency planning for summer 2021 - a huge endeavor. We soon realized that we needed additional staff capacity to execute a safe and successful camp season (and we had been hoping to hire this position after the 2020 camp season prior to the pandemic) and so we created a new full-time, year-round Assistant Camp Director position to increase staff capacity in the non-summer months.

We also made some significant changes to our operating model due to the need to operate as efficiently as possible in 2021. The two biggest changes were structuring our Family Camp program as sessions (in previous years, we had a nightly reservation option), and replacing our one-week of youth overnight camp with an additional family camp session. We also engaged in significant facility retrofitting, made several operational changes to mitigate COVID risks, and reduced enrollment capacity.

Like most camps throughout the country, we struggled with hiring this year. While we raised pay rates significantly multiple times while hiring, the challenges of this past year have led us to prioritize discussing the workload, appropriate compensation, and other aspects of the staff experience. This aligns with our value that we want to be an employer of choice. And in fact: we've already made a significant step towards this goal: we are implementing a four-day work week for our year-round staff during the off-season months, which we will be starting in October.

THE WORK AHEAD & POSITION PRIORITIES

As we turn our attention to the 2022 season, organizationally we are interested in creating stability for our multiple core functions and year-round positions. The significant growth (and accompanying growing pains) from the past several years, coupled with the turbulent past year and a half, has brought us to a place where we want to focus on building a strong foundation of our core organizational functions – registration and finance included.

This position is structured in a way that allows for a single person to function to lead the advancement of the organization through both fundraising and marketing efforts. Even though we have had significant growth in our program enrollment and contributed support over the past several years, each year we have found ourselves implementing marketing and fundraising campaigns later than we'd like to, or lacking the staff capacity to tackle low-hanging fruit or capitalize on strategic opportunities that would result in a return of investment. The creation of this position will help us implement initiatives in a way that will result in more camper registrations and additional donations.

In the lead up to our 2022 camp season, this position will be focusing on:

- Registration, Marketing, & Pre-Camp Communications
 - Setting up a new registration system and processing registrations
 - Providing more targeted enrollment and demographic information to the Advancement Coordinator to focus our marketing efforts
 - Working with our Advancement Coordinator and Assistant Camp Director to revise our pre-arrival packet to campers (it's in dire need of a refresh!)
- Bookkeeping & Finance
 - Working with a new CPA on preparing our FY 2021 tax return
 - Creating new financial procedures in advance of having internet access up at camp in 2022 (including exploring a new payroll provider and time and attendance system)
 - Preparing department expense tracking and projection templates for department managers

If you are not already, you'll be trained up with Quickbooks Online, Little Green Light (our constituent management database), Paychex Payroll, Wordpress, and Mailchimp so you are comfortable with these important tools.

For more information on this role's priorities and projects for the year ahead, check our work plan for this position on the last page of this packet!

CANDIDATE ESSENTIALS

- You have at least 3 years' experience in office administration, bookkeeping, program enrollment or registration processing
- You have an affinity and appreciation for the focus of our mission, and a strong desire to help get folks in nature
- You are an excellent communicator, with a strong sense of humor
- You have an exceptional attention to detail and are committed to making sure all the numbers line up

- You are wildly productive and independent, but a team-player at heart and you love building relationships with people.
- You hold yourself and others to high standards and strive for continuous improvement, but don't let it stop you from getting the job done.
- You are a detailed planner and effortlessly juggle multiple projects simultaneously, but can roll with changing priorities and situations
- Other people consider you a stellar (written, oral, digital, technical) communicator.
- You recognize that our culture and brand will be impacted by your leadership.

These are some of the biggies. Make sure to read the job description on Page 8 for other required qualifications and attributes.

HOW TO APPLY

Prior to applying, please review the job description for the role's primary responsibilities, required and preferred qualifications and attributes, and compensation information.

To apply, please email Jobs@FeatherRiverCamp.com and attach:

1. a PDF of your resume
2. a PDF of your cover letter that answers the following:
 - a. Why is this position of interest to you, and why would you be a great fit?
 - b. What type of work situations do you thrive in?
3. Optional: You are welcome to also share something that shows the quality of your previous work or a skill set you would like to highlight. Perhaps it is an appeal letter you drafted or formatted, a digital brochure or recruitment video you spearheaded the creation of, an e-blast you designed and wrote copy for, or documentation of a procedure that shows your attention to detail.

INTERVIEW PROCESS AND TIMELINE

Our goal is to have the selected candidate start as soon as reasonably possible after the completion of the screening, interview, and selection process.

We will accept resumes and application materials on a rolling basis. Preference will be given to those who submit their applications prior to September 30, 2020. We strongly encourage you to submit your materials sooner rather than later.

We hope to begin interviews in the first week of October.



Oakland Feather River Camp Office Manager & Registrar Job Description

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Classification:	Full-Time, Salaried/Exempt
Compensation:	\$58,000-\$63,000, commensurate with experience
Reports to:	Executive Director/Camp Director
Duration & Location:	Year-Round (mid-May through mid-August at Camp property in Quincy, Mid-August through Mid-May, based in Oakland)

Organizational Mission: *To promote and celebrate connections between nature, family and community, by creating unique opportunities to advance environmental awareness, cultural diversity, and youth empowerment.*

Position Purpose & Short Description: Provide administrative support to OFRC staff, guest artists, contract service providers, and campers to further its mission and its long tradition offering memorable camp experiences in nature to families and youth from all backgrounds. Manage all registration and housing assignments for OFRC summer programs. Manage the financial processes and preparation of monthly and annual financial statements, and provide leadership to the OFRC seasonal office and store team.

Essential Job Functions:

- 1.** Oversee and manage finance and bookkeeping processes of the organization
 - Manage payroll, payables and receivables
 - Maintain financial records for the camp in accordance with generally accepted accounting principles (GAAP), regulation, and industry best practice
 - Prepare and deliver to the Executive Director and Board of Directors financial statements on a monthly basis and as needed
 - Assist with budget development, expenditure and revenue analysis, and forecasting as needed
 - Provide staff support to the Board of Directors Finance Committee, working with the Executive Director and Committee Chair to develop agendas and document minutes and actions items
 - Work with CPA to prepare and file annual tax return
- 2.** Manage and oversee all aspects of summer program registration processes
 - Provide enrolled and prospective campers and groups with program information, pricing information, and booking support upon inquiry
 - Manage registration process -including registration software, data entry, payment processing, and discount programs
 - Maintain connection and communication with families throughout the registration process with special attention to first time families and families who may need additional support prior to participating in a camp program
 - Manage creation and distribution of pre-arrival camper and group information and facilitate collection of required paperwork
 - Receive and process camp scholarship applications and distribute financial aid award letters, and maintain communication with families in need of additional support
 - Create and distribute weekly and end of season enrollment and demographic reports, check-in day rosters, and housing assignment reports
 - Coordinates school and nonprofit auction donation program

- Occasionally assist with promotional activities for camp by assisting with set up or tabling at outreach events such as camp fairs and farmers' markets
- 3. Oversee and manage office and department operations in both our Oakland office during the off-season (mid-Aug through mid-May) and our Camp office during the summer (mid-May through mid-Aug)**
- Plan and coordinate the transitions each May and August between the Oakland and Quincy camp office
 - Supervise our team of seasonal office and store employees, providing guidance, evaluation, and feedback
 - Participate in staff orientation about relevant topics
 - Manage and coordinate summer office processes including, but not limited to seasonal staff onboarding, camper and rental group check-in, paperwork collection, camper orientation, camper services, coordination with contracted services, cash handling
 - Oversee Camp Store Coordinator and manage store operations processes including purchasing, inventory, retail procedures, and cash handling
 - Respond to emergency situations as indicated in Emergency Action Plan
- 4. Administrative Support**
- Responsible for answering phone calls, taking messages and responding to emails and voicemail, and acting as the first point of contact for all inquiries regarding OFRC.
 - Retrieve and distribute mail from our PO Box and make bank deposits as needed.
 - Create and track all donation Thank You Letters and data entry into our donor database
 - Data entry to support analyses, reports, tracking, etc.
 - Manage organizational document retention and destruction procedures per organizational policy
 - Collaborate with Assistant Camp Director and other positions in tracking information, paperwork, volunteers as needed

Relationships:

This position will work closely with the Executive Director on financial matters, the Assistant Camp Director and the Development and Marketing Coordinator on program marketing, registration, and communications, and department managers on payroll, bill pay, and expense tracking. This position will oversee two seasonal office staff members and two camp store staff members. The Office Manager will engage and communicate with camper families, staff members, rental group coordinators, seasonal staff members, vendors, contractors, guest artists, and those that reach out to learn more about OFRC.

Equipment Used:

Including, but not limited to, the use and care of: standard office equipment, software - including Quickbooks Online, Bill.com, Little Green Light (our donor database), Wordpress Elementor (backend of website), Microsoft Office Suite, the Google Suite; credit card terminal, and vehicles.

Qualifications, Knowledge, Skills & Abilities:

Required

- A high school diploma or its equivalent, plus two years of experience in the following areas:
 - Bookkeeping
 - Office administration
 - Program enrollment/registration processing

- Experience in the summer camp industry and/or experience in a similar nonprofit setting a plus
- Must be willing to work up at the camp property six days a week during the summer program months (mid-May through mid-August)
- Well-developed communication skills, including writing, editing, proofreading, one-on-one speaking, and listening skills in English
- Demonstrated customer service and engagement skills and the ability to understand, adapt to, and build relationships with diverse people, teams, perspectives, and cultures in a friendly, collaborative consistent manner
- Strong technical and digital communications skills, including proficiency in Microsoft Office and Google Suite and a minimum 40wpm typing speed
- Exceptional organization and project management skills, attention to detail, and experience successfully managing multiple simultaneous initiatives, collaborators and constituencies
- Demonstrated ability to take ownership of projects and meet deadlines, as well as readjust priorities on a regular basis as needed
- Self-starter and able to work independently and remotely towards individual and team goals
- Highly motivated with the consistent ability to meet or exceed goals, cultivate and retain relationships, volunteers, and program participants
- Willingness to learn and adapt to both existing and new systems, technology (software), and processes
- A strong work ethic, initiative to observe what needs doing, and the ability to work without direct supervision
- Provide solution-based thinking in all areas and work to create and/or adjust systems to be more efficient

Preferred

- Experience with the following software/services: Quickbooks Online, Bill.com, Little Green Light, and Mailchimp
- Experience with setting up a new registration software for a residential camp, school, or hospitality setting
- Experience in process mapping and organizational systems related to office operations and registration materials
- Experience in developing and documenting standard operating procedures with a focus on efficient delegation and collaboration

Work Environment & Physical Aspects of the Position:

- Must feel comfortable standing or sitting at a desk for long stretches of time in a small, rustic camp office
- Must be able to routinely perform the following physical activities; climb stairs, bend, stoop, kneel, twist, reach with hands, sit, stand for extended periods of time, walk, lift and/or move up to 50 pounds, have finger dexterity, grasp, perform repetitive motions, talk, hear and have visual acuity to perform detailed tasks
- Must be detail oriented and exhibit a high degree of accuracy and alertness
- Camp days at times may run from early mornings to late evenings. Must be willing to be on call throughout the evenings in case of emergencies.
- Ability to calmly respond in the case of an emergency situation
- **Please Note: OFRC Requires that all employees are fully vaccinated against COVID-19, and will require proof of vaccination as part of the onboarding process.**

Compensation & Benefits

- Salary Range: \$58,000-\$63,000
- During summer program months, we will provide you with on-site, private, rustic, and furnished accommodations.
- Benefits include: paid health premiums, holidays, generous vacation/PTO, professional development opportunities, 401k savings plan, cell phone, employee program discount, and housing and meals during program months.

NON-DISCRIMINATION POLICY: Camps in Common and Oakland Feather River Camp does not discriminate internally (in its administrative and program operations) or externally (in its recipients of services) on the basis of race, color, religion, gender identity or expression, sex, sexual orientation, age, national origin, ethnicity, ancestry, genetic information, marital status, veteran status, or mental or physical disability or any other status or characteristic prohibited by applicable law in the United States. Camps in Common prohibits any such discrimination or harassment and no person/s may be denied service and/or employment based on the categories noted above.



OFRC 2022 WORK PLAN

OFFICE MANAGER & REGISTRAR

	JAN.	FEB.	MAR.	APR.	MAY	JUN.
Finance	Monthly bookkeeping and financial reporting					
	Run payroll					
	Review and update fiscal policies & procedures		Select and set up password management software	Tighten up summer fiscal policies & procedures		In-season management of camp finance procedures
	Close out the year/tax return prep	Explore point of sale system for store or link cash register				
			Develop summer expense projection template			
Registration	Keep track and remind rental groups about deposit payments					
	Registration Opens!	Process registrations and manage correspondence with families				
		Create and manage new camp family orientation process				In-season management of registration and camper services
		Update pre-arrival welcome booklet				

	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.
Finance	Monthly bookkeeping and financial reporting					
	Run payroll					
	In-season management of camp finance procedures		Budget development			Prepare for closing out the year/tax return preparation
	Manage end of season financial projections		Year-end projections			
		Rate review for following season			Audit preparation?	
Registration	Keep track and remind rental groups about deposit payments	Demographics review & end of season reporting				
			Prepare for registration opening for next season			
	In-season management of registration and camper services		Post-Season debrief			