

Office & Store Manager

Oakland Feather River Camp - Job Description



Job Title:	Office & Store Manager
Full/Part Time:	Full Time
Location:	Quincy, CA
Compensation:	\$34.80 - \$37.30 per hour
Duration:	Seasonal
Dates:	May 13 - September 8, 2026
Classification:	Hourly, Non-Exempt
Reports To:	Camp Director

Position Purpose:

The Store & Office Manager oversees the daily operations of Oakland Feather River Camp's camp store and camper services office, ensuring smooth, efficient, and guest-focused service. This role manages all office and store staff, coordinates financial and inventory systems, and supports the administrative backbone of camp operations, enabling campers and staff to focus on the camp experience.

Ideal Candidate:

The ideal Store & Office Manager is organized, approachable, and skilled at both operational management and customer service. They are a natural leader who thrives in a fast-paced environment, balancing the details of financial systems, inventory, and administrative tasks with the ability to support staff and families. They have strong problem-solving skills, excellent communication abilities, and a talent for creating clear, consistent systems that keep camp running smoothly.

Essential Job Functions:

- **Department Leadership**
 - Supervise and support store and office staff, including training, scheduling, and performance management.
 - Foster a collaborative, service-oriented environment
 - Provide ongoing coaching and feedback.
- **Administrative Oversight**
 - Oversee office operations including phones, payments, camper records, liability waivers, check-in/out systems, and guest support.
 - Collaborate with Finance & Operations Manager and Camper Services Coordinator to determine tasks for Office & Store Assistants, ensuring office operations are meeting organizational needs.
 - Ensure administrative tasks are completed accurately and efficiently.
- **Store Operations**
 - Manage inventory, purchasing, merchandising, and daily sales.
 - Oversee cash handling, accounting, and reconciliation.
 - Ensure the store is well-stocked, organized, and welcoming to campers and staff.
- **Financial Management**
 - Maintain accurate ledgers for store and office transactions.
 - Prepare deposits.
 - Ensure financial controls and reporting systems are followed.
 - Coordinate with the Finance & Operations Manager and Camp Director to track and project financial obligations.
- **Customer Service**
 - Provide direct support to campers and families, assisting with check-in, store purchases, and general questions.
 - Ensure professional, friendly, and efficient service across both the office and store.

Other Job Duties:

- Assist with camp-wide projects and events as needed.
- Develop and refine administrative procedures
- Troubleshoot technology and office equipment
- Step in to cover staff shifts during absences or peak periods.
- Work closely with the Program, Kitchen, Health, and Facilities teams to ensure smooth communication and support for camp-wide operations.
- Assist with housekeeping duties on camper transition days.

Relationships:

Reports to the Camp Director; supervises Office & Store Assistants; frequently collaborates with Finance & Operations Manager, Outreach staff, Camper Services Coordinator, and other department managers.

Equipment Used:

Including, but not limited to, the use and care of: Computers, printers, phones, radios, cash drawers, point-of-sale systems, inventory management tools, office equipment, and Google Workspace applications.

Qualifications (Minimum Qualifications and Past Experience)

- **Required**
 - Age 21+
 - 2+ years of supervisory experience.
 - 3+ years of retail experience.
 - Strong organizational, financial management, and customer service skills.
 - Ability to lead and train staff.
 - Proficiency in Google Workspace and various technologies.
 - Flexibility to adapt to changing camper needs and operational priorities.
 - Ability to work a flexible schedule including weekends.
- **Desired**
 - Bachelor's degree in business, hospitality, or related field.
 - Prior camp or recreation experience.
 - Experience with retail management and office management.
 - Familiarity with financial reporting systems.
 - Bilingual - Spanish (additional compensation).

Work Environment & Physical Aspects of the Position:

- Primarily indoor office and store settings with frequent interaction across camp.
- Occasional walking to other camp departments and housing areas.
- Frequent standing during store operations.
- Ability to lift up to 30 lbs.

Typical Day of this Position:

- Supervise office and store staff.
- Review daily financial reports.
- Oversee camper check-in and administrative tasks.
- Manage store inventory and sales.
- Respond to camper and staff needs.
- Coordinate with other department leads.
- Maintain an organized, efficient, and professional office and store environment.

Typical Week of this Position:

Oakland Feather River Camp operates on a 7-day camp schedule with rotating staff days off. Most positions follow a five-day work week, but actual shift patterns, break timing, and days off vary based on role and department. Staff are expected to work all assigned shifts as scheduled to maintain smooth daily operations. All staff receive breaks and meal periods in accordance with California labor law.

This non-exempt leadership position typically follows a five-day work week with two days off. Due to the nature of leadership responsibilities, days off may not always be back-to-back. Breaks are self-managed and staggered throughout the day, based on workload and departmental needs. Staff are expected to communicate their daily break times with their supervisor.

Working at Oakland Feather River Camp

Our Organization Culture

At OFRC, we work hard and we play hard. We are committed to creating the best possible experience not only for our campers but also for our staff. Our community is open and welcoming to everyone—if you want to be here, we want you here!

Oakland is one of the most diverse cities in the country, and we strive to reflect that diversity in our camp community. We value feedback and growth, and we believe everyone—no matter their role or experience—has something to learn and contribute. Our team spans generations, from Gen Z to Baby Boomers, and we celebrate the unique perspectives each person brings to camp life.

Camp is an all-in environment. We pitch in for each other, adapt quickly, and find creative solutions together. You'll be challenged, supported, and encouraged to grow while surrounded by a team that truly has your back. If you thrive in a collaborative, hands-on workplace where community comes first, you'll feel right at home here.

Our Hiring Philosophy & Non-Discrimination Policy

Oakland Feather River Camp is an equal opportunity employer. We believe an inclusive and diverse workforce is invaluable. OFRC 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, gender identity or expression, age, national origin, marital status, citizenship, disability, veteran status, record of arrest or conviction, or any other characteristic protected by applicable law. Black people, Indigenous people, People of Color; Lesbian, Gay, Bisexual, Transgender, Queer, and Intersex people; Women; people with disabilities, protected Veterans, and formerly incarcerated individuals are all strongly encouraged to apply for our open positions.

We also recognize that the outdoor and recreation industry has historically lacked representation from People of Color and other marginalized groups. At OFRC, we are committed to breaking that trend by creating a welcoming, supportive environment where diverse voices and lived experiences are valued and celebrated. Studies show that Women and People of Color are less likely to apply for a position unless they match every qualification listed. We know that the best candidate for a role may not meet every requirement, and we encourage you to apply and tell us more about your unique skills and experience.