



TITLE: Account & Administrative Coordinator

REPORTS TO: Executive Director

POSITION SUMMARY: FT PT On-site Temp/On-call

POSITION SUMMARY:

The Administrative Coordinator provides support to the Executive and Associate Directors and in many ways is the voice of the Tonto Creek Camp brand. This position is responsible for working behind the scenes to represent TCC to prospective guest groups over the phone and through email correspondence in a professional and proficient manner. The Administrative Coordinator must maintain a full knowledge of the camps accommodations and amenities in order to respond to the pre-arrival expectations; creating a positive impression. This position requires the ideal candidate to retain learned technical skills to communicate efficiently, complete reservations and nurture lasting relationships. This position also assists in TCC’s marketing process which includes data entry, word processing, prospect mining, and special projects.

ORGANIZATION OVERVIEW:

Tonto Creek Camp is a fast growing camp that provides life enhancing experiences for guests and removes barriers that prevent youth from underserved areas to access nature and outdoor education so that they might experience meaning outdoor education in a camp setting. Located only 90 minutes from Phoenix (17 miles from Payson) in the tall ponderosa pines next to Tonto National forest.

RESPONSIBILITIES:

Reservation Coordination

- Answers incoming phone calls and offering information on accommodations, natural amenities recreational activities, program options, et cetera to meet guest needs, wants and expectations.
- Prepare front-end reservation paperwork including but not limited to quotes, invoices, and agreements
- Obtains credit card authorizations, deposits, balances, certificates of insurance
- Processes payments and provides receipts
- Ensures accuracy of reservation, recognize guests’ needs and requests, and properly communicate requests to appropriate personnel.
- Maintains strong relationships & communications with on-site camp management
- Utilize in-house training to successfully and independently complete reservations in a timely manner.
- Documents the aforementioned in TCCs various software programs to include but not limited to Salesforce database, QuickBooks Accounting Software and various spreadsheets
- Generate reports as assigned to ensure reservation completion, accuracy, and preparedness.
- Utilize sales training techniques to provide the best call quality possible to ensure the maximization of revenue and guest service.
- Remain up-to-date on all camp and amenity offerings, promotions and campaigns, and changes in policies and procedures.



Data Entry

- Performs a variety of functions, including paper and electronic documents, setting up and recording on spreadsheets and databases, producing email newsletters and, compiling information.

Clerical/Accounting

- May conduct communication support through completing tasks such as screening calls, setting appointments, coordinating meeting times, scheduling meetings, sending out invitations, keeping track of RSVPs, distributing agendas, and occasionally taking minutes during meetings and distributing afterwards.

Special Project Support

- Supports special projects such as sourcing prospects, research and contacting potential school districts and or individual schools that will benefit from TCCs Outdoor STEM Centered Education
- Assist with the planning and implementation of special events and activities

QUALIFICATIONS:

- Belief in the mission and vision of Tonto Creek Camp
- Minimum of 3 years of Ability to work from remotely from home with to own computer and phone
- Possess excellent organizational skills and the ability to multi-task and meet aggressive deadlines
- Ability to relate to prospects through the phone and other forms of communications
- Must be a United States citizen or possess a valid work permit
- Must have excellent phone etiquette
- Must be able to read, write and speak English
- Must have strong computer skills and ability to use existing technology with proficiency in MS Word and Excel; knowledge of Salesforce and QuickBooks preferred
- Must have strong ability to learn new software programs such as Constant Contact
- Must be able to accurately follow instructions, both verbally and written
- Must be highly detailed orientated
- Must be able to work in a fast paced environment
- Must have excellent listening skills
- Must possess excellent communication skills
- Must be professional in appearance and demeanor
- Must always ensure a teamwork environment
- Ability to work a flexible schedule that may include occasional evenings, and weekends
- Must have the ability to deal effectively and interact well with the guests and associates



- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner
- Must have a passion for creating an exceptional experience for all guests

EXPERIENCE & EDUCATION:

- High school diploma or equivalent
- At least one year customer service experience required
- Prior inbound calling experience preferred

HOW TO APPLY

- Please no phone calls
- Position will remain open until filled
- Email cover letter and resume to info@tontocreekcamp.org