

## **Front Desk Lead Position Description**

### ***Rain City Rock Camp Summer 2020***

*Reports to: Iris Pavitt, Administrative Coordinator*  
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#### **Position Overview:**

The Front Desk Lead is responsible for the creation of a welcoming hub for staff, volunteers, campers and guests. It's about preparedness, knowing or finding information for the camp community - families, staff, volunteers, campers and guests. As the face of camp, the front desk assures families that the camp is well-prepared and safe. Front Desk is a major key to security and integrity of the camp by being aware of people in and out of camp and seeing that all those on campus are authorized, wearing lanyards and have checked in at the front desk.

#### **Position Responsibilities:**

##### *Before Camp:*

- April/May: Meet with Admin Coordinator/Program Manager to discuss changes in 2020, focuses for the year, troubleshooting last year's challenges, etc.
- Work with Admin Coordinator to develop a staffing plan for Front Desk
- Attend, as able, Passport Program volunteer training series, February-April 2020
- Attend lead trainings on April 15th and May 13th, 2020
- Attend Lead/Staff Appreciation Dinner on June 11th, 2020
- Work with Camp Counselor Lead to run a position-specific training on June 23rd, 2020
- Attend and help with Returning and New Volunteer trainings on the evenings of July 7th and 9th, respectively
- Immediately preceding each camp session, work with Administrative Coordinator to ensure that all paperwork, both physical and digital, is in order for each camp to begin
- Attend and help with Load-in at Summer Camp program site

##### *At Camp: Session 1- July 13-18, Session 2- July 20-25*

- Ensure that Front Desk staff is functioning as a welcomer and gatekeeper for campers, families, volunteers and staff
- Ensure that Front Desk is functioning as an information hub and place of connection for campers and their families
- Act as a first-stop for volunteers and staff needing information or assistance
- Work with Admin Coordinator to keep and be able to quickly access both widely available information (schedule, etc) and confidential information (camper info)
- Ensure a high degree of organization at the Front Desk and a plan to pass off information between shifts of Front Desk workers
- Works with Front Desk staff to complete tasks throughout the week
- Sells merch on a daily basis during camp

*After Camp:*

- Participate in debrief interview with Admin Coordinator
- Attend Lead Thank You party
- Provide indication of your intent to return in 2021

**The Ideal Front Desk Lead:**

- Is a highly-organized and methodical thinker
- Is a skilled communicator both orally and in writing
- Has the ability to see and interpret both big-picture and detailed systems
- Is very comfortable with Google Drive and searching for and accessing cloud-based data
- Is comfortable interacting with and speaking to both adults and youth
- Has some experience with and knowledge of child development and age-appropriate behaviors
- Is a strong problem solver who is able to keep calm while being pulled in multiple directions
- Has a flexible schedule that will allow them to spend a significant amount of time at camp for both sessions

**Compensation**

- \$500 stipend upon completion of the summer program
- Access to professional development opportunities provided by RCRC on topics such as best practices in education, child development, and social justice
- Opportunities to work and network with like-minded co-leads and staff
- A rad dinner and a secret surprise!