UNIVERSITY OF RICHMOND

STUDENT EMPLOYMENT

JOB DESCRIPTION

2015-2016

JOB TITLE: ECCS Camp Assistant

DEPARTMENT: Events, Conferences, and Support Services

SUPERVISOR: Katey Perdue, Registration Coordinator Telephone: 804-484-1639

JOB SUMMARY: The Camp Assistant will assist with the registration process for all athletic summer camps including on site check-in (participation verification, money collection, etc.), providing customer service before/during/after a camp, and fulfilling various administrative tasks to support the Events, Conferences, and Support Services department.

WORK SCHEDULE: Up to 15 hours per week, weekends required, from mid-May to mid-August

SPECIFIC DUTIES:

- Assist the Registration Coordinator with all aspects of summer camp registration to ensure a smooth, error-free process for customers and coaches.
- Provide on-site assistance at camps to:
  - Check in parents/campers and verify participation in the event.
  - Collect all outstanding balances from campers if needed; ensure proper handling of cash, checks and credit cards.
  - Collect Camp Waivers for each participant and deliver to appropriate Athletic Trainer.
  - Answer questions and provide customer service to customers; direct inquiries to appropriate camp staff if needed.
- Answer and/or respond to phone calls and emails from participants regarding camp registration and general camp information.
- Make updates to camp websites, ensure content is accurate and up to date.
- Correspond with camp participants via email to communicate important camp updates or deadlines.
- Assist the Summer Camps and Conferences student staff, when needed, to ensure camps are equipped and ready prior to the first day, including keys, wrist bands, room checks, etc.
- Other administrative tasks may be required to support the Events, Conferences, and Support Services department.

JOB QUALIFICATIONS:

- Excellent customer service and communication skills; outgoing personality a plus.
- Must be highly organized and possess a strong attention to detail.
- Flexible schedule, must be willing and able to work weekends and early mornings.
- Intermediate or advanced knowledge of Microsoft Excel; willingness to learn Certain (registration software)
- Must complete PCI Compliance training and review all money-handling procedures for the University within first 2 weeks of employment.

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Wage: Level III Index: 2812/2862