



Front Desk Coordinator

Position Title: Front Desk Coordinator

Reports To: Director of Operations

Location: Scarborough, Maine

Job Type: Part-Time (April–June 13) / Full-Time (June 16–August 22)

Position Overview:

Ketcha Outdoors is seeking a **Front Desk Coordinator** to support our summer camp and youth program operations by managing camper enrollment, communicating with families, and ensuring smooth day-to-day administrative processes. This role is ideal for a detail-oriented and tech-savvy individual with strong interpersonal and organizational skills.

As the first point of contact for families and visitors, the Front Desk Coordinator plays a key role in creating a welcoming and professional environment for Ketcha families. This position requires the ability to work independently while staying flexible in a fast-paced setting.

Key Responsibilities:

- Serve as the primary contact for phone calls and emails, responding promptly to inquiries.
- Maintain and update participant records, including processing registrations, cancellations, and waitlists.
- Organize and distribute key administrative documents, such as group and pick-up lists.
- Manage camper check-ins, late arrivals, early dismissals, and visitor logs.
- Oversee lost-and-found, ensuring items are sorted and returned daily.
- Assist with maintaining office organization, including staff facilities.
- Support camp staff by handling administrative tasks so they can focus on camper engagement.
- Perform other duties as assigned to support camp operations.

Qualifications & Skills:

- Strong communication and customer service skills.
- Proficiency in Microsoft Office (especially Excel); experience with CampMinder is a plus!
- Excellent organizational skills with keen attention to detail.
- Ability to work independently and adapt to a dynamic environment.
- A positive and professional demeanor when interacting with families and staff.

Work Environment & Physical Requirements:

- Fast-paced, cooperative camp setting with frequent multitasking.
- Noise levels can be high due to camper activities.

- Requires periods of sitting, standing, walking, bending, and occasional lifting.
- Must be comfortable using a computer for extended periods (typing, emailing, database management).

Compensation: \$20/hr

Benefits:

- Staff discounts on Ketcha programming, bikes, and outdoor gear.
- Experience working in a vibrant, mission-driven organization.

Ketcha Outdoors is an equal opportunity employer. A background check is required.

 **Interested? Apply today and help us create an unforgettable summer for our campers!**

To Apply: Please email your resume and cover letter to Liz Tully at jobs@ketchaoutdoors.org. We will ask for references upon follow-up.