Position Title: Administrative & Program Assistant
Reports To: Director of Operations
Work Location: In person, Scarborough, Maine
Job Type: Part-Time School Year, with the option to continue through the summer full or part-time
Work Schedule: *Monday- Thursday, 8:30am-12:30pm, 16 hours per week when Ketcha Programs are open*

Job Summary
The Administrative & Program Assistant is responsible for maintaining professional, efficient front-desk operations while providing flexible, high-quality support to Ketcha Outdoors' youth programs. As the first point of contact for families and visitors, the Administrative & Program Assistant 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.

This position is general support for all areas of Ketcha outdoors, from administration such as registration and development to helping preschool and school aged youth during programming at Ketcha as an occasional substitute.

The ideal candidate is organized, dependable, and adaptable, with strong relationship-building skills and the ability to remain calm, patient, and supportive in a fast-paced environment. This position plays a key role in creating a welcoming experience for visitors, families, and participants while helping ensure safe and effective daily program operations.

Key Responsibilities:

- **Visitor Management:** Greet clients, parents, and visitors warmly as the first point of contact.
- **Communication:** Communicate with children, families, and team members in a warm, respectful, and professional way. Answer and direct phone calls and respond to emails as directed
- **Facilities Support:** Maintain a clean, organized, and welcoming front desk and public areas throughout the building. Monitor and replenish bathroom and other communal area supplies as needed
- **General Administrative Support:** Provide administrative support, including scanning, copying, filing, organizing documents, and other office duties.
- **Program Administrative Support:** Assist with registration, preparing attendance and program reports, preparing and printing program materials.
- **Provide on call radio response for programs when the program directors are unavailable**
    - Provide backup classroom/program coverage as needed when directors and substitutes are unavailable
    - Supervise assigned children to ensure physical and emotional safety.
    - Maintain active supervision using sight & sound awareness in indoor and outdoor spaces.
    - Build positive relationships and foster a welcoming environment where children feel seen, valued, and included.
    - Support children in problem-solving, emotional regulation, and conflict resolution using program-wide behavior practices.
    - Uphold safety standards
- **Cover Teacher Breaks** at least once a week during the school year
- Other Duties as assigned

Required Job Qualifications
- High School Diploma or equivalent
- Effective communication and customer service skills
- Ability to coordinate multiple tasks in an organized way

- Basic computer literacy skills including word processing and emailing
- High Degree of flexibility and dependability
- Commitment to Ketcha Outdoors' mission, vision, and values
- Detail oriented, ability to work independently, multi-task, and enjoys interfacing with other staff at all levels
- Ability to ensure safety for yourself and all program participants
- High degree of flexibility and dependability
- 1 to 3 years of administrative, or childcare experience
- Mandated Reporter Training (to be updated every 3 years)
- CPR/First Aid Certificate (to be updated every 2 years)

Essential Job Functions

- This position belongs to a class of employees referred to as Essential Personnel. Essential personnel are those needed on site to meet the needs of our camper and general camp operations. Essential personnel must report to work during their scheduled hours, unless directed otherwise by a supervisor.

Work Environment and Physical Demands

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to:

- Successfully complete a background check and fingerprinting
- Work outdoors in a wide range of weather conditions as needed
- Sit, stand, run, bend, lift to 30 lbs., and move around active program environments.
- Type, use computer and screen for 2-3 windows at a time, use phone
- Always maintain safety and risk management awareness.
- Work effectively in environments where noise and activity levels may range from moderate to high.
- Support children who may be experiencing strong emotions, conflict, or challenging moments using established program behavior-support practices.

Compensation

$21/hour

To Apply

Please email cover letter and resume to jobs@ketchaoutdoors.org

WORKING CONDITIONS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential job functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires the employee to work outdoors for extended periods of time and in rain, heat, cold, and snow. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, run, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch, crawl, talk, see, and hear. The employee occasionally must lift and/or move up to 50lbs. While performing this job, the employee is exposed to any weather conditions present. The noise level in the work environment is usually moderate. This position is subject to several inherent risks associated with preschool, summer camp, and equine/farm activities. There is a potential exposure to the dander of animals.

DISCLAIMER

The information contained in this job description is not intended to be an all-inclusive list of the duties and responsibilities to successfully perform this role, nor is it intended to be an all-inclusive list of the knowledge, skills, abilities, and attributes

required to successfully perform this role. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons. Further, this document does not create an employment contract, implied or otherwise, or the expectation of continued employment. Ketcha Outdoors is and will maintain an "at-will" employment relationship with all employees. The employment relationship may be terminated at any time by either party for any reason, or for no reason, with or without cause and with or without notice.

Ketcha Outdoors is an equal opportunity employer. Ketcha is committed to the principles of equal employment. We are committed to complying with all applicable laws regarding equal employment opportunities. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age, race, color, national origin, ancestry, religion, sex (including gender identity or expression), sexual orientation, pregnancy (including childbirth, lactation, and related medical conditions), HIV status, physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed service member status, or any other status protected by law. Ketcha is dedicated to the fulfillment of this policy regarding all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

If you are excited about this role, but your experience does not align perfectly with every qualification in the job description, we encourage you to apply anyway. There is no such thing as a "perfect" candidate.