



Camp Ghormley  
640 Lost Lake Road, Naches, WA 98937  
(509) 672-4311 · [www.campghormley.com](http://www.campghormley.com)

RE: Front Office Staffing Structure

It is important for applicants of the position of Guest Services Director/Office Manager to understand a little bit of backstory in regards to how our front office staff structure has looked and was intended to look before COVID-19 forced the closure of our campus in March 2020.

For a number of years prior to 2020, we had four year-round front office roles:

**Executive Director**

**Program Director**

**Guest Services Director** (Including group hosting duties 2 and sometimes 3 weekends (if 5 weekends in a month) a month during school year)

**Office Manager/Registrar** (including donor relations functions such as gift entry and receipting)

In early 2020, even before we knew what COVID was going to do to us (and the country as a whole), the decision was made to restructure the front office staff to attempt to become more operationally efficient, and to reduce overall payroll overhead, meaning our front office staff structure would look like this:

**Executive Director** (taking over all donor relations functions)

**Program Director**

**Guest Services Director/Office Manager** (taking over on-going office admin duties from Registrar, but reducing group hosting responsibilities and spreading that load out more evenly among other staff members and volunteers throughout the year)

**Registrar/Admin Asst** – NOW PART-TIME YEAR-ROUND, with full-time hours May 1-July 31, focused only on event registration duties, with occasional admin assistance responsibilities as time allows

We were in the process of making this transition when COVID forced our closure to normal business in March of 2020. We have remained closed for the past year. We anticipate re-opening in the coming months, as it seems things are trending towards the state of WA allowing overnight camps to operate soon.

The long-term goal for this staff structure transition has not changed, however, the one thing that has changed is that it seems obvious that COVID will continue to impact our operations for at least the majority of 2021, meaning if we have a summer program in 2021, it will not be nearly to the scale it was prior to 2020, and so therefore, we likely will not rehire the Registrar/Admin Asst position immediately, as we wait to see what the future holds.

This means that a successful applicant for the Guest Services Director/Office Manager position will be prepared to possibly fulfill the duties of our Registrar position in the summer of 2021 as we transition back towards normal operations. Our Executive Director is capable of sharing the workload of Guest Services duties until such time as it seems prudent to fully transition responsibilities to the Guest Services Director.

**FLEXIBILITY IS KEY!** We never imagined a year ago we would be in this position, so it will take a willingness from every member of our team to shift gears as needed as we slowly build back towards normal operations as it was pre-COVID (in terms of normal business and expectation of a full scale summer in 2022 and beyond).

***Our Mission: Lives transformed by Jesus through exceptional camping experiences.***