



**bair lake**  
bible camp

## **OFFICE APPRENTICE MILESTONES- YEAR 1**

### **Milestone 1 (first 3 months):**

1. Administration
  - a. Complete phone, copier, and Google Workspace training
  - b. Identify all BLBC job titles and structure of authority; learn who to communicate with for specific tasks, and become familiar with your authority quadrant.
  - c. Identify and navigate BLBC Admin Drive
  - d. Review the Admin Team Manual as a guide for your training
  - e. Manage all incoming and outgoing mail and packages
  - f. Answer calls/emails in a timely, professional, and personable manner
2. CampBrain
  - a. Identify and navigate the different modules of CampBrain (Dashboard, Attendance, Cabinizer, Configuration, Conference Center, Reports, Auto Emailer, Season Builder, Help Center)
  - b. Find a household(s) or person record(s) and identify basic registration information.
3. Hospitality
  - a. Keep the main office and your personal workspace clean and organized
  - b. Manage general office supplies and inform the Registrar when supplies need to be ordered
  - c. Keep coffee station stocked and clean
4. Housekeeping
  - a. Identify and locate all BLBC spaces and titles (e.g. Shoreview, Little Pine, etc.).
  - b. Demonstrate knowledge of where all the cleaning supplies are kept and where the closets are in each building.
  - c. Explain what each cleaning chemical is used for and where it is used.
  - d. Show proficiency in housekeeping to help with routine cleaning.
  - e. Demonstrate competency in turning over an Inn Room to BLBC's standard.
5. Food Service
  - a. Demonstrate proficiency in each crew position for an entire shift.
    - i. Prepare dishes for the Hobart
    - ii. Hobart loading
    - iii. Hobart emptying
    - iv. Putting away dishes
    - v. Three compartment sink operation
  - b. Assist a BLBC host in setting up and cleaning the Dining Hall.
6. Professional Development

- a. Write out at least one personal and one professional goal to discuss with the Discipleship and Events Coordinator (DEC).
- b. Read the book "The Freedom of Self-Forgetfulness" by Tim Keller and write a one-page reflection paper on what you learned and how you can apply the truths contained in the book to your life.
- c. Read chapters 4 (Be Professional) and 9 (Budgeting Basics) from the book "Adulting 101" and discuss with the DEC.
- d. Present a written budget to the DEC demonstrating effective stewardship of your money.

**Milestone 2 (4-5 months):**

1. Administration
  - a. Edit, prep, and send Pre-Arrival Correspondence for Retreat Season volunteers.
  - b. Be able to answer calls regarding retreats from youth leaders and individual campers/parents.
  - c. Independently prepare check-in materials for volunteers and campers
  - d. Faithfully prepare and send the monthly Praise & Prayer Report
  - e. Write and Send out Staff Meeting notes to BLBC staff and families
2. CampBrain
  - a. Keep the camp database clean and organized by merging duplicate households, allocating payments, attaching charges to payments, etc.
  - b. Accurately enter check payments into the Conference Center
  - c. Accurately enter camper payments and manage "Bulk Payments."
3. Hospitality
  - a. Independently prepare and send "thank you," "get well," and "sympathy" cards for Bair Lakers.
  - b. Set up a welcoming environment for a BLBC Board Meeting (clean, set up, gather coffee supplies and snacks, etc)
4. Housekeeping
  - a. Demonstrate or explain how to run the carpet cleaner.
5. Professional Development
  - a. Write an updated resumè (including a personal mission statement).
  - b. Write a 2-page personal reflection essay answering the question: "Who Am I?"

**Milestone 3 (6-9 months):**

1. Administration
  - a. Know our Record Retention Policy
  - b. Maintain records by regularly scanning, digitally filing, and properly disposing of old camper files.
  - c. Learn about our Scholarship policy and the process by which scholarships are granted.

- d. Listen to the Registrar make 3 Scholarship Application phone calls.
- 2. CampBrain
  - a. Handle 75% of all external communications
  - b. Collaborate with the Registrar to use Cabinizer and our shared housing sheets to assign housing for an event.
  - c. Close and create new seasons in CampBrain
  - d. Set up and schedule pre-arrival correspondence for an event in Auto Emailer.
- 3. Hospitality
  - a. Coordinate with staff and families to register their child/sponsored camper.
  - b. Independently monitor and order office supplies as needed.
- 4. Professional Development
  - a. Lead a morning prayer meeting with discipleship peers.
  - b. Evaluate progress on your goals from the Professional Development milestones (Discuss with PM or DEC).
  - c. Lead a devotional at a staff worship meeting (review with DEC beforehand)

**Milestone 4 (final months):**

- 1. Administration
  - a. Manage and run a Summer Camp check-in successfully
  - b. Coordinate and teach volunteers and Summer Staff who are helping our team during Check-In
  - c. Be self-motivated, aware of future projects and tasks, and able to problem-solve on your own
- 2. CampBrain
  - a. Teach and train Day Camp Directors on using CampBrain (Attendance Module and Person Records/ Household Information)
  - b. Keep up-to-date with the camper registrations and the waitlist for each session, ensuring that we are being good stewards of our space
  - c. Problem solve camper account issues
  - d. Add money to camper accounts and set up Staff Credit Accounts
  - e. Apply Volunteer Discounts correctly
- 3. Hospitality
  - a. Personally welcome and engage with Summer Program Directors (SPDs), volunteers, and Junior Staff as they check-in.
  - b. Set out welcome packets and camper information for SPDs and volunteers
  - c. Take the initiative to run helpful reports and update camper information for SPDs as needed.
- 4. Professional Development

- a. Write a 2-page personal reflection essay answering the question: "What did God teach me through this apprenticeship? What do I want to remember and apply in the upcoming season of life?"
- b. Evaluate progress on your goals from the Professional Development milestones (Discuss with supervisor or DEC).