



Position Description

Job Title:	Camp Client Relations Manager
Reports to:	Camp Director
Department:	Camps
Overall Function:	Deliver and coordinate the highest quality experience to Camp Joy clients.

Summary of Responsibilities

1. **Logistics, Operating systems and Scheduling** – Maintain regular communication with all clients and Camp Joy teams to ensure that objectives, schedules and logistical needs are being met. Efficiently conduct internal process including but not limited to: creating agendas, writing proposals, pricing programs, communicating information internally through software systems and weekly meetings, invoicing clients, and creating summary of programs including evaluation notes. All details are communicated to the clients and staff before each program. Provide any necessary post program follow-up.
2. **Customer Service**- Oversee program logistics for camp programs including but not limited to; assist with client meetings throughout the year, organize Coordinators of sessions with multiple clients, preparing groups for their program, track medical and risk and release forms, and communicate program changes internally and externally
3. **Sales/Communications/Marketing** – Effectively sell and market programs to returning clients and assist in creating a business pipeline for potential new clients. Communicate value of experience based programming to key clients and community through phone calls, off-site appointments, site visits and networking.
4. **Work Culture**- Instill and model a culture of client focus, collaboration, discipline, continuous improvement, and accountability focused on Camp Joy’s mission and values. Collaborate with other managers, coordinators and other Camp Joy teams to oversee sharing spaces, resources, staff, and equipment.
5. **Financial Performance** – Assist with annual Camps budget focused on operating profit goals and manage the direct expenses. Collaborate with Camp Director to meet Camp revenue goals and other teams to achieve overall Camp Joy financial goals.
6. **Program Development & Curriculum** - Develop high quality programs, client tailored mission-based program for Camp Joy. Assess and update new activities, including curriculum design that incorporates national standards, guest outcomes and the experiential model. Be part of camp programs as a facilitator, on-course help, and/or coordinate groups. Assist with Camp Joy special projects.
7. **Innovation & Continuous Learning**- Ensure that Joy continues to learn, innovate and develop by focusing on the voice of the customer driven annual strategic initiatives to grow the programs and center. Assist in developing an assessment system that creates programmatic enhancements that provides new programmatic opportunities for retuning programs and clients.
8. **Presentation/Professionalism**- Role models the Camp Joy values and guidelines including discipline with dignity and respect guidelines. Arrives on time and prepared for all programs, meetings, and tasks. Ability to be flexible and adapt positively to changes.
9. **Business Operations**- Adhere to and enforce all Camp Joy policies and procedures and deadlines. Complete all paperwork in a timely fashion. Ensure photos are taken of campers and uploaded onto

computer. Oversee day to day operations of camp programs including check-in/out process, programming, participant and staff behavior and needs and act as point of contact for programs. Oversee the dissemination of the weekly camp schedule to staff, including activity schedules, meal procedures, time-off, and other necessary paperwork. Communicate to all staff special programming needs and changes.

10. **Staff Leadership/Development** - Supervise camp staff, program development, and staff development including; staff recruitment, selection, training, disciplining, and evaluating.
11. **Community Relationships**- Represent Camp Joy programs to the community. Professionally present Camp Joy at on and offsite meetings and trainings.
12. **Registration & Admin Support**- Collaborate with and support employees on trainings, processes and paperwork.

Requirements

- Applicant must be able to work a flexible schedule.
- Applicant must be able to carry supplies, etc. of at least 50 lbs., be able to work in outdoor environment in all types of weather and walk on uneven pavement.
- Applicant must be able to work at height up to 60 feet.
- Applicant must be able to work a full day at a desk.

Qualifications

- Applicant must be 21 years of age.
- College degree, professional certification or equivalent experience in a related field required.
- Previous experience in programming, scheduling, and supervisory skills. Applicant must have strong communication and organization skills
- Applicant must have experience and ability to communicate and work with a wide range of ages with clients and staff.
- Experience working in a computerized office environment with a team orientation and multi-functional responsibilities. Strong computer competency with experience in Microsoft software applications.
- Applicant must have a valid driver's license and be insurable under Camp Joy's policy.