



## **Position Description**

**Title:** Evening Coordinator

**Role:** Seasonal – Part Time

**Department:** Venture Out / Outdoor School Programs

**Reports to:** Lillian Kinne

**Overall Function:** Deliver high quality, mission-centered interactions with all Joy teams (Outdoor Education, Venture Out, Student Leadership Program). Populations served vary from elementary age kids to adults.

## **Summary of Responsibilities**

1. **Customer Service Liaison-** Role model exceptional customer service by providing positive interactions with participants, clients, and staff. Create positive relationships by learning client's names, interacting with clients and creating opportunities for clients to learn and grow in a safe, welcoming environment. Respond effectively and efficiently to participant and client needs.
2. **Safety Conscious-** Adhere to all Camp Joy policies and procedures. Maintain current certifications. Keep a constant watchful eye on property, facilities, resources, guests, and self. Respond to emergencies appropriately and efficiently. Take the lead in responding to emergencies until management arrives on-site.
3. **Program Delivery-** Deliver high quality professional interactions based on the needs of the clients, partner organizations and schools. Perform operations including but not limited to; setting, opening, monitoring and closing of fire pit, responding to client requests, assist in up-keep of program facilities, equipment.
4. **Group Support-** Establish age appropriate behavior and safety expectations for every group and program. Identify the need for intervention. Respond to issues in an appropriate manner.
5. **Flexible-** Adapt to schedule changes.
6. **Culture** – Model a culture of client focus, collaboration, discipline, continuous improvement, and accountability focused on Camp Joy's mission and values.
7. **Team Player-** Effectively maintain open communication with participants, clients and staff. Be willing to assist and support guests and staff. .
8. **Time Management/Prepared-** Arrive on time and be prepared for all programs, meetings and tasks.

## **Requirements:**

- Applicant must be at least 18 years of age.
- Applicant must successfully complete pre-employment criminal background check and drug screening.
- Applicant must be able to carry supplies, etc. of at least 50 lbs., work in outdoor environment in all types of weather and walk on uneven terrain.
- Applicant must be able to provide availability and commit to flexible schedule.
- Applicant must have reliable transportation to get to work

## **Qualifications:**

- Applicant must have strong communication and organization skills.
- Applicant must have experience and ability to communicate and work with a wide range of ages of clients and staff.
- Applicant should have experience positive client interactions developed through a customer service mindset.