



Position Description

Job Title: Experiential Educator
Reports to: Outdoor School Program Assistant Managers
Department: Youth Program

Overall Function: Deliver high quality, innovative, mission-centered programs through all Joy teams (Outdoor Education, Young Adult and University, Corporate, Foundation, [Resident and Specialty Camps seasonally,]). Program activities include, but are not limited to, High and Low Challenge Courses, Group Initiatives, Natural and Cultural History classes, Environmental classes as well as traditional summer camp activities. Populations served vary from elementary through college students, underserved youth, and adults.

****Includes weekend and evening time commitments***

Summary of Responsibilities

1. **Customer Service-** Role model exceptional customer service by providing positive interactions with participants, clients, and staff. Create positive relationships by learning participant's names, interacting with participants and creating opportunities for participants to learn in a safe welcoming environment. Go above and beyond to respond effectively and efficiently to participants, clients and staff needs.
2. **Safety Conscious-** Adhere to all Camp Joy policies and procedures. Maintain current verifications and certifications. Keep a constant watchful eye on property, facilities, resources, guests, and self and respond to emergencies.
3. **Program Delivery-** Develop and deliver high quality professional programs based on the needs of the participants, partner organizations and schools. Perform day to day operations including but not limited to: arrival/departure processes, staff/client trainings and meetings, program set-up/tear-down and on-site and offsite client visits/tours. Assist in operations of the Nature Center/Green House/Observatory including program design and delivery and care of animals/plants/telescopes. Assist in program support functions including up-keeping of program facilities and equipment, serving as on call staff for overnight groups, providing office support and overseeing client meals. Assist with Camp Joy special projects.
4. **Guest & Personal Development** Utilize tools, resources and trainings to set realistic, measurable goals for guests and personal development.
5. **Class Management-** Establish age appropriate and clear behavior and safety expectations for every group and program. Keep groups in sight and sound at all times. Use extra resources (chaperons, teachers, etc.) when necessary and discipline with dignity.
6. **Coaching/Encouraging –** Constantly assess the needs and ability of guests and provide physical and emotional support when necessary and appropriate.
7. **Flexible--** Adapt positively to schedule changes and be willing to jump in where needed.
8. **Team Player-** Use effective communication to maintain open communication with participants, clients and staff. Role model "one team, many strengths" and be willing to assist and support guests and staff.
9. **Time Management/Prepared-** Arrive on time and prepared for all programs, meetings and tasks.

Requirements

- 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 terrain.
- Applicant must be able to work a 7 day flexible schedule including nights and weekends.
- Given appropriate training applicant must be able to meet *Association for Challenge Course Technology Level 1 Practitioner* standards including but not limited to the following:
 - Recognize inherent risk specific to activities and program areas
 - Effectively supervise and monitor participants at heights of up to 60 feet
 - Efficiently maneuver and assist participants at heights of up to 60 feet

Qualifications

- 21 years of age preferred.
- A college degree is preferred or equivalent experience in education, recreation, or related fields.
- 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.