

## **Job Description: Community Coordinator**

**Reports to Camps Program Manager, Camp Director**

**Employment Status: Seasonal**

**Purpose:** Deliver an intentional, safe, high quality experience for Joy guests and campers.

### **Minimum Qualifications:**

1. 21 years of age.
2. A bachelor's degree or 4+ years youth programming experience. Significant camp leadership is a plus.
3. Previous experience in program development, scheduling, group logistics and leadership.
4. Strong communication and organizational skills. Flexibility and embrace of spontaneity a must.
5. Previous supervisory and leadership experience preferred.
6. Superb customer service standards.
7. Ability to communicate and coordinate staff, campers, groups, parents and other Joy departments.
8. Ability to maintain positive, active professionalism for over 12 hours a day on diverse landscapes and during inclement weather.
9. Valid driver's license.

### **Primary Responsibilities:**

1. Oversee an overall high-quality staff and camper experience.
2. Communicate client specific needs and changes as they arise to all staff.
3. Support staff and their development through a thoughtful staff training and evaluation process.
4. Remind hourly educator, ropes and other adjunct staff to submit hours worked accurately and on-time.
5. Work with the Camps Managers to sort campers into cabin and unit groups in a clear, organized, efficient and intentional way. This is to be done prior to the first day of each camp.
6. Oversee an amazing, intentional camper experience from check-in to check-out. Serve as the main point of contact for all behavior needs.
7. Support staff and camper needs to the best of your ability.
8. Plan, train and promote camper positive reinforcement practices.
9. Provide as-needed support to Zone Leads and their instructors.
10. Work with the Camp Registrar to accurately track and update the Camp Joy Summer Food Service Program (SFSP).
11. Community Coordinators are the leaders of the Camp Clubhouse, it's reservations, usage, programming, preparation and clean-up.
12. Lead camper discipline/mediation processes.
13. Act as point of contact for parents and contractors.
14. Work with the Camps Director to innovate exciting evening programs that are in-line with the overall summer theme, vision and Joy program standards.
15. Plan, write-up and implement opening campfires, block parties, and Unit Nights. Work with your Program Coordinator to prepare daily morning ceremonies, and closing ceremonies.
16. Support TREX AND FIREFLY programming as needed. At a minimum communicate youth development and behavior standards to those coordinators.
17. Actively lead staff meetings that occur before, midway and at the end of each week of camp. Actively contribute to the all staff meetings.
18. Always have a rain plan...

**Primary Responsibilities:** *continued*

19. Support and, on occasion, prepare the end of program slideshows. Reinforce best practices for photo/video collection and organization.
20. Follow and uphold Camp Joy policies/procedures. Act as a role model to other leaders and staff.
21. Plan the End of Summer Celebration with other coordinators and the Camps Director.
22. Perform on-call duties when you are scheduled. Serve as a leader during any camp emergencies.
23. Complete paperwork on-time: incident reports, health screens, course usage forms, etc...
24. Encourage the magic at camp!

**Observable Behaviors:**

**1. Customer Service**

- a. **Role Model:** provide positive interactions with campers, parents, and clients, and demonstrate positive behavior management.
- b. **Positive Relationships:** learn camper's and parent names, interact with campers, and create opportunities for campers to learn and make friends.
- c. Respond effectively and efficiently to client, parent, staff, and camper needs.

**2. Teamwork**

- a. **Flexible:** adapt positively to camp and schedule changes and be willing to jump in where needed.
- b. **Effective Communication:** maintain open communication with campers, clients, parents, and staff.
- c. **Inspire:** keep summer staff motivated and energized all summer long.

**3. Work Quality**

- a. **Professionalism:** Deliver a high quality, professional, and safe Joy experience.
- b. **Timeliness:** Arrive on time and prepared for all programs, meetings, and tasks.
- c. **Initiative:** Complete all tasks in a timely and professional manner.

**Measurable Goals:**

1. Receive an average of "meets or exceeds expectations" on staff evaluation form.
2. Receive camper outcome evaluation of 96% or higher in reference to "campers report having fun at camp."