

Job Description: Program Coordinator

Reports to: Camps Program Manager, Camps 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 preferred. 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 program experiences.
2. Finalize and disseminate the weekly camp schedules. Drafts are reviewed with the Camps Program Manager and Camps Director 2-3 weeks prior to program start. Final schedules and all program write-ups are approved no later than one week to program start. This includes zone schedules/flow, meal details, and other logistical info as it is prepared.
3. Update Camp Brain as you prepare each program. Collaborate with the Camps Program Manager, other camp coordinators and other Camp Joy teams to oversee sharing of space, resources, staff, and equipment.
4. Communicate to all staff specialty client specific programming needs and changes as they arise.
5. Support staff and their development through a thoughtful staff training and evaluation process.
6. Oversee and support camp program operations from check-in to check-out. Serve as the main point of contact for all problem solving.
7. Support staff and camper needs to the best of your ability.
8. Support camper discipline/mediation processes.
9. Act as point of contact for parents and contractors.
10. Work with the Camps Director to innovate exciting evening programs that are in-line with the overall summer theme, vision and Joy program standards.
11. Plan, write-up and implement large group games and camp block parties. Work with Community Coordinators to prepare daily morning ceremonies, campfires, and closing ceremonies.
12. Support FIREFLY programming as needed. At a minimum communicate quality standards
13. Actively lead staff meetings that occur before, midway and at the end of each week of camp. Actively contribute to the all staff meetings.
14. Always have a rainplan...
15. Support and, on occasion, prepare the end of program slideshows. Reinforce best practices for photo/video collection and organization.
16. Follow and uphold Camp Joy policies/procedures. Act as a role model to other leaders and staff.
17. Plan the End of Summer Celebration with other coordinators and the Camps Director.
18. Perform on-call duties when you are scheduled. Serve as a leader during any camp emergencies.
19. Complete paperwork on-time: incident reports, health screens, course usage forms, etc...

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."