JOB DESCRIPTION

Job Title: Program Manager

Reports To: Program Director

Salaried or Hourly: Salaried Exempt or Nonexempt: Exempt

Supervisory (# of staff supervised): up to 100 seasonal staff

Camping Commitment Statement

As a follower of Jesus Christ and a minister of His Gospel, model a full understanding of Camp Blessing's ministry strategy and equip and lead a team of staff in providing excellent camping experiences for individuals to encounter Jesus Christ and know the truth of God's love for them.

Mission & Authority

To serve the Lord by helping to coordinate the summer camp program including recruitment of volunteers and staff; planning and scheduling the program and training; team lead for summer staffers and administrative support to Camp Blessing. The Program Manager will provide support in the development and execution of Camp Blessing's summer camp program.

ESSENTIAL PREREQUISITES FOR ALL STAFF MEMBERS:

Because of Camp Blessing's exclusive Christian purposes of evangelism and discipleship, and to reflect what has always been and will continue to be the position of Camp Blessing, specifically the Christian belief that **each and every employee and volunteer of the corporation should minister as a servant of God with the primary responsibility of proclaiming the Gospel of Jesus Christ and, as such, is an integral part of the Christian mission and ministry of the corporation**, Camp Blessing shall only employ individuals or enlist volunteer leaders who: (a) profess a belief in Jesus Christ as their personal Savior and Lord; and (b) subscribe to the statements and policies required of all Camp Blessing staff, including the Camp Blessing Statement of Faith. Therefore, employees and volunteers of Camp Blessing, during working and nonworking hours, shall be ready, willing and able to fulfill such ministry functions as may be required by the organization and refrain from conduct and statements that detract from the biblical standards taught and supported by Camp Blessing.

Essential Duties:

Spiritual Formation: *Intentionally provide opportunities for staff to grow deeper in their relationship with Jesus.*

- Exhibit a joyful, empathetic, and optimistic and enthusiastic attitude and faith in Christ.
- Participate in opportunities for growing deeper in your relationship with Jesus.
- Foster an environment where seasonal/summer staff have opportunities for ongoing spiritual development.
- Develop relationships with seasonal/summer staff and encourage them in their maturity in Christ.
- Collaborate on the development of all camp led Program with a focus on developing tools to help equip and disciple seasonal/summer staff.
- Actively participate and contribute to camp prayer and devotional times, as well as all camp staff worship and prayer time.

Attentive Hospitality: *Equip servant leaders who anticipate and respond to the needs of our guests, staff and vendors, through Christ-like service.*

- Establish a department posture of service that anticipates guest and staff needs and responds with professionalism.
- Exemplify guest-focused service and act as a pacesetter for camp staff in providing attentive hospitality.
- Perform hosting duties as needed during the retreat season.
- Serve in the role as camp resource for the seasonal/summer staff and attend meetings when required in the summer.
- Offer hospitality to all camp guests, whether in-person, over the telephone or in writing.
- Maintain professional written and verbal communication to serve staff, guests, and vendors at camp.

Interpersonal Relationships: *Help build relationships that reflect the character of God with guests, volunteers, staff and vendors to foster healthy community.*

- Ensure department staff demonstrate the importance of their interpersonal relationships with guests, volunteers, staff and vendors.
- Foster interdependent relationships with leaders of other departments.
- Pursue relationships with seasonal/summer staff, volunteers and families.

Comprehensive Stewardship: *Manage with integrity the finances, people, buildings and equipment that have been entrusted to our ministry.*

- Develop and equip staff to participate in comprehensive stewardship of all related assets and activities.
- Support a culture of safety at camp for staff, guests, volunteers and visitors.
- Assist in the preparation and management of budget for the summer camp programming in coordination with the Program Director.

Talent Development: *Through a consistent and accountable evaluation process, we identify and provide opportunities for staff in continuing education, leadership development, career-pathing and cross-training.*

- Intentionally pursue opportunities in leadership, personal growth, and development.
- Assist the Program Director in the development of a discipleship program and material for Campers, Volunteers, and Summer Staff.
- Assist the Program Director in the recruiting and training of a Summer Leadership team and focus relational time with this team.
- Oversee the recruiting, interviewing, hiring, training, supervision, and evaluation of all Program staff; recommend to the Program Director the hiring or dismissal of any employee under this role's supervision.
- Along with the Program Director, recruit and train all seasonal/summer staff and volunteers to execute a successful camp program.
- Help resolve staff issues, as needed.

Embracing Excellence: *Gladly prepare an environment that glorifies Jesus Christ.*

- In coordination with the Program Director, lead seasonal/summer staff in the execution of daily responsibilities with attention to the standards required for excellent camp operations. This includes activities, recreation and program support.
- Equip the summer staff with intentional, well-informed support and direction.
- Program Design - Assist in the development of themes, individual activities/elements, program schedule and training materials in collaboration with the Program Director.
- Program Enhancement – In collaboration with the Program Director, evaluate and develop new elements to the summer program that make camp better.
- Evaluation – Regularly evaluate the camp program for meeting its objectives.
- Respond attentively to solve problems in conjunction with the Program Director that negatively impact guests, volunteers or staff.
- Create engaging training materials to train summer staff.

Primary Job Responsibilities:

Recruitment

- Assist Program Director with a recruitment plan, budget and calendar identifying important locations and key contacts.
- Travel to recruitment locations, meet with candidates, and promote Camp Blessing, as needed.
- Develop relationships with key site contacts and identity locations for future development.
- Conduct on-site or phone/video interviews, as appropriate.
- Help with the creation and updating of recruitment materials including videos, collateral, and the application process.
- Execute other responsibilities as assigned by the Program Director.

Administration

- Oversee the summer camp sign-up process, including oversight of Ultra Camp.
- Assist with any camp related fundraising efforts and events.
- Ensure professional and courteous communication is maintained in-person, phone, and email.
- Oversee the consistent outreach to volunteers, staff, and campers on waitlists and with overdue forms and payments.
- Prepare and oversee various types of correspondences such as memos, emails, invoices, and reports.
- Develop and maintain effective filing systems, both electronic and physical.
- Provide excellent customer service by greeting and assisting guests.
- Actively support the process to create partnerships with and acquire payment authorizations from third-party insurance providers.
- Execute other responsibilities as assigned by Program Director.

Summer Camp

- Support the Summer Leadership Team and summer/seasonal staff and providing coaching, guidance and encouragement.
- Assist Program Director in annually adjusting summer Camper Manuals and training schedules.
- Execute the Staff Training Schedule and materials.
- Develop relationships with seasonal/summer staff and encourage them in their maturity in Christ.
- Anticipate and promptly address needs of others to ensure seamless and positive experiences.
- Execute other responsibilities as assigned by the Program Director.
- Create and coordinate a Staff Care Plan.
- Oversee the facilitation of community partnership by coordinating speakers for Monday morning Staff devos, coordinating summer service opportunities, coordinating weekly vendors (snow cones, face painters etc.)
- Participate in overnight on-calls, and late checkout duties as assigned by the Program Director.

Camp or Job Specific Working Conditions:

- May be required to lift materials weighing up to 50 pounds.
- Camp Blessing is in the hospitality industry and as such, serves guests year-round. This includes working non-traditional hours in the summer and hosting weekend retreats outside of the summer season as required.
- Involves both administrative work and an active guest-facing role.

Education:

- BA/BS degree or equivalent life experience.

Required Qualifications and Experience:

- Demonstrate understanding of Camp Blessing ministry, strategy and mission.
- Spiritual maturity.
- Experience training and leading teams.
- Self-starter who takes initiative and teaches others to do the same.
- Ability to organize and prioritize tasks.
- Ability to manage time for yourself and others.
- Able to communicate a sense of warmth, hospitality and care for guests, volunteers, staff and vendors.
- Proficiency in behavior management and problem-solving skills.

Confidentiality Statement:

- This role is entrusted with sensitive personal, medical, and operational information regarding campers, staff, and the organization. Maintaining strict confidentiality is required at all times. Disclosure of any confidential information to unauthorized parties is prohibited and may result in disciplinary action, up to and including termination.

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.

I have read the above job description, and I believe I can perform the duties as described.

Staff Person's Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____