



JOB DESCRIPTION

Job Title: Program Communications Coordinator

Reports To: Program Director

Salaried or Hourly: Salaried Exempt or Nonexempt: Exempt

Supervisory (# of staff supervised): _____

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 staff in providing excellent camping experiences for individuals to encounter Jesus Christ and know the truth of God's love for them.

Mission & Authority

Through both formal and direct experience, learn how to create and then participate in an environment where guests, staff and volunteers are welcome and well cared by humbly providing Christ-like service and hospitality.

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.*

- Participate in opportunities for growing deeper in your relationship with Jesus.
- With direction from Program Director, develop an annual personal spiritual growth plan.
- Foster an environment where Program Staff have opportunities for ongoing spiritual development.

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

- Foster a department posture of service that anticipates guest needs and responds with professionalism.
- Offer hospitality to all camp guests, whether in-person, over the telephone, or in writing.
- Maintain professional written and verbal communication to serve guests, volunteers, staff 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.*

- Build relationships that reflect the character of God with guests, volunteers, staff and vendors.
- Maintain healthy relationships with all camp departments, serving wholeheartedly alongside other members of the team.
- Partner with camp program, general and administrative, retail, facilities and retreat teams and seek to help them with ministry goals while at camp.

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

- Exemplify continued stewardship of finances, time, personal integrity, service, spiritual devotion, compassion, work ethic and commitment to the ministry.
- Develop skills needed to efficiently and effectively execute all aspects of the camp programming including assisting in budget planning and execution

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 for leadership, personal growth, and development.
- Help resolve staff issues, as needed.

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

- Execute daily responsibilities with attention to the standards and metrics required for excellent camp operations. Respond attentively to solve problems in conjunction with the Program Director and Executive Director that negatively impact guests, volunteers or staff.

Primary Job Responsibilities:

Camp Communication

- Lead out in the communication with camper families and volunteers regarding initial contracts, follow up and communication to ensure that all necessary forms are completed correctly.
- Assist in the oversight and management of Camper and volunteer registration, inquiries, and billing.
- Prepare various types of correspondences such as memos, emails, invoices, and reports.
- Manage accounts and conduct bookkeeping for camper and volunteer registration.

Administration

- Provide excellent customer service by greeting and assisting all guests and visitors.
- Ensure professional and courteous communication is maintained via in-person, by phone, by email, and by mail.
- Anticipate and promptly address needs of others to ensure seamless and positive experiences.
- Invite and host potential camp tours to showcase our camp facilities and ministry.
- Perform administrative tasks as needed.
- Develop and maintain effective filing systems, both electronic and physical information.
- Carry out consistent outreach to camper and volunteer families, volunteer group leaders with information, welcome correspondences, required forms and payments, and appreciation and feedback correspondences.
- Execute other responsibilities as assigned by 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.

Required Skills:

- Strong organizational and time management abilities.
- Flexibility to adjust to changing seasonal demands and environments.
- Excellent problem-solving skills.
- Superior written and verbal communication skills.
- Collaborative team member and self-motivated independent worker.
- General computer skills.
- Ability to prioritize multiple tasks and effectively multitask.
- Compelling desire to help people.
- Positive attitude and shows initiative.
- Ability to manage time for self and others.
- Ability to find answers to questions.
- Able to perform under stress, noise, and interruptions.

Education:

- BA/BS degree or equivalent life experience.

Qualifications and Experience Required for The Job:

- A firm supporter of Camp Blessing's mission and values, with a willingness to implement and effectively communicate them to others.
- Spiritual maturity along with an active and strong relationship with Jesus Christ.
- Self-starter who takes initiative and encourages others to do the same.
- Ability to organize and prioritize tasks.
- Ability to manage time for self and others.
- Able to communicate a sense of warmth, hospitality and concern for guests, volunteers, staff and vendors.
- Experience or an aptitude for learning Word, Excel, Google Suite (Docs, Sheets etc.), Mac operating system and UltraCamp.
- Prior experience or willingness to acquire skills in hospitality, administration, camp management, communications, or related fields.

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:** _____