



## POSITION DESCRIPTION: PROGRAM AND GUEST SERVICES DIRECTORS

*Revised Aug 2019*

**Position Purpose:** To ensure guests feel welcome and are provided with hospitality, programmatic and leadership needs, and that the camps business concerns are organizationally managed for greatest effectiveness.

**Position Summary:** The Program Director functions in an effective team ministry, working with the organization's executive leadership in the development and implementation of program and guest related services for the Camp Perkins constituency and the groups and individuals outside that constituency that utilize the camp's ministry, leadership, resources and settings. This position incorporates strong administrative, supervisory, organizational and hospitality management roles. This is a full-time, salaried position with benefits (medical, disability & retirement) and on-site room and board. The "normal work week" for this position includes working Friday through Sunday 3-4 times per month from January-March & August-October and may include weekends from May-August.

### Qualifications

- Have a bachelor's degree or equivalent education.
- Must have strong organizational, advanced planning, and follow-through capabilities to manage and supervise programs, staff and volunteers of all ages.
- Strong leadership, communication, relational, educational, and mentoring skills are required.
- Personal faith that is vibrantly shown and shared by example and teaching of the Christian faith as understood through the LC-MS, as well as a commitment to continually grow and learn in faith.
- Dedicated Christian and willing to represent the doctrines and beliefs of the Lutheran Church-Missouri Synod. Be in good standing of the Lutheran Church - Missouri Synod.
- Understanding and compliance with Camp Perkins Mission Statement.
- Good stewardship of time, talents and treasures.
- Willingness to live in community and lead in the public eye.
- Willingness and adaptability to serve and perform tasks beyond those assigned.

### General Responsibilities

- Recruit, hire, train, and offer consistent mentorship, encouragement, supervision, feedback, and spiritual leadership, for seasonal staff and volunteers.
- Monitor safety and all procedures as they relate to campers, facilities, and seasonal staff supervision.
- Work with the Development Director to promote programs and facility use year-round through print materials and social media.
- Represent Camp Perkins to the constituency and the public at every opportunity by assisting with promotions and presentations.
- Provide visionary leadership and expertise for all areas of the ministry's outreach with a view toward camp sponsored year-round ministries, such as retreats, summer camp, traveling day camp, servant events, and outdoor education.
- Manage the programmatic, housekeeping, seasonal staff and applicable budgets of the ministry with an eye toward stewardship of time, volunteer, financial and other resources.
- Work with the camp's member congregations as well as outside agencies in customized or contracted program development and retreat hosting.
- Work with and serve as advisor to the Executive Director and other ministry leadership as it regards the programs and guest services of Camp Perkins in the development and implementation of overall direction.
- Regularly meet with the Executive Director to apprise of programmatic trends, resources, needs, challenges and direction.
- Abide by all established full-time staff personnel policies.



### Specific Responsibilities

- Summer Camp and Traveling Day Camp
  - Plan and implement the summer Bible Study curriculum.
  - Prepare and implement summer staff training.
  - Recruit and equip volunteers such as medical staff (HCV), spiritual leadership (SLL), high school volunteers (LITs), and various other resource volunteers as needed (RVs)
  - Maintain a spiritually, emotionally, and physically safe and uplifting environment for campers, staff and volunteers.
- Hosted Ministry (Rental Groups)
  - Coordinate reservations of guest groups with Office Director.
  - Coordinate rental contracts, pre-arrival information, host, and meet needs of group.
  - Manage camp calendar as pertains to rental groups and in cooperation with the Development Director and Executive Director.
  - Serve as a guest group host in all seasons – both weekend and weekday (as needed).
- Camp Sponsored Events
  - Work with Office Director to manage and coordinate registrations for year-round camp sponsored events (ie – Family Camp, Jr High Retreat) and payment for camp sponsored retreats.
  - Assist Office Director with registration for Summer Camp
  - Develop, coordinate and facilitate/host all camp sponsored programs throughout the year
- Camp hospitality & cleanliness
  - Train, manage, and supervise staff as pertains to housekeeping, food service, and hosting.
  - Maintain and organize housekeeping supplies as needed, ensuring timely arrival of materials, proper use and management of materials.
  - Organize and structure cleaning systems.
  - Maintain quality linen supplies and organize them for the Retreat Center.
  - Assist with housekeeping as needed.
  - Assist maintenance director as needed.
- Food Service
  - Schedule cooks for fall, winter, spring season – both rental and camp sponsored events.
  - Oversee Food Service budget, menu planning, special diet needs.
  - Assist with food service. May include preparing and serving meals for groups of 15-30.
- Trading Post
  - Keep stocked – souvenirs, logo wear, snacks, beverages
  - Manage cash draw in partnership with the office director and bookkeeper.
- Complete additional tasks as assigned.

### Essential Functions

- Ability to utilize verbal and written communication to lead and work with groups and staff, and provide necessary instruction to leaders, campers and/or staff.
- Ability to visually observe staff (under his or her direct supervision) behavior, and assess its appropriateness, enforce appropriate safety regulations and emergency procedures, and apply appropriate behavior management techniques.
- Cognitive and auditory ability to sufficiently serve on committees and communicate effectively with the guests of camp.
- Ability to physically, mentally, emotionally and spiritually meet the challenges of long hours, strenuous activity at 7000ft elevation including hiking/walking at least 1-5 miles per day on or off-site.

### Organizational Relationships

- Direct supervision of full-time staff members at Camp Perkins is the responsibility of the Executive Director.
- The Program Directors will be co-equal with other Associate Directors and work with him/her in a team relationship, meeting as deemed necessary to carry on an integrated and efficient total ministry.

### Training and Development

In addition to an ongoing study of God's Word, the Program Director should avail him or herself of opportunities to read professional journals, papers and/or books about outdoors ministry; attend workshops, conferences, or other training that will enhance professional growth.