# Program Coordinator Job Description
# Spring 2022 – Fall 2022

## Overview & General Expectations:

General Expectations:

1. Expect to learn and perform Director On Duty (DOD) duties.
2. Expect to manage/supervise instructors in large groups, small groups and individually.
3. Expect to work multiple weekends each season.
4. Expect to learn and perform scheduling duties.
5. Expect to strive to become a customer-service expert.
6. Expect to teach – instructors and kids!
7. Expect to work at least 2 nights a week on average.
8. Expect to fill in on Morning Duties occasionally.
9. Expect to learn how to use and run the telescopes.
10. Expect to be called upon frequently to fill in with smaller details such as hand sanitizer, directing traffic flow at meals, and helping with the camp store.
11. Expect to be flexible!
12. Expect to have fun and feel a sense of accomplishment at the end of each day, week and season.

## Pertinent Information:

Dates:

- This position will begin January 3rd, 2022 and will end the the Friday before Thanksgiving 2022.
- There will be a lengthy break (time off) from May 21st – August 14th 2022.

Pay:

- $305/week
- No payments during the break (May 21-August 14)

## General Job Description:

1. Scheduling weekday schools (TOS) and Weekend retreats (Retreat)
2. Managing and supervising instructors.
3. Customer Service
4. The “leftovers”.

## Details:

1. Scheduling TOS and Retreat
    - You will learn all the joys, heartaches, frustrations, and triumphs that make up the scheduling process. You will learn how to contact, advise, and placate teachers/group planners. You will learn how to manage the needs, wants, desires, and requests of instructors. You will learn how to accept the changes that the FTS ask you to make on your schedules. You will learn that no schedule is ever perfect and that mistakes are fixable. You will develop a love/hate relationship with tallies, special requests, and days off. And you will love it!
    - You will learn how to coordinate with kitchen, housekeeping and maintenance.
    - You will learn how to read the calendar.
    - You will learn how to work on invoicing set-up and survey summaries.

2. Managing and Supervising Instructors
    a. DOD Duties during the week and on weekends
        - You will be the person in charge during these shifts. You will lead morning meetings, dinner meetings, and hand out jobs to instructors during “work” duty. You will learn how to quickly and efficiently re-arrange the schedule due to late arrivals or inclement weather with little disruption to the group experience. You will learn where housekeeping supplies are, where breaker boxes are, and how to re-start the septic pump in bathrooms.
        - You will be DOD on shifts during the week (both day and night shifts) with the other Program Coordinators and Full Time Staff.
        - You will be the solo DOD on weekends (generally Friday evening through Sunday noon). You will run the weekend that you schedule and will generally have Monday and Tuesday off following.
    b. Small Group Leaders
        - You will be in charge of a small group of instructors (generally 5-8 instructors). You will be mentoring them throughout the season. Praise them when they do well. Encourage them when they do not. You will learn how to have difficult conversations with difficult people.
    c. Observe and critique instructors teaching and belaying
        - You will observe the instructors in your small group teach at least once during the season. And you will fill out an evaluation and meet with that instructor to talk about the class you observed.
        - You will observe instructors in your small group belaying at least twice during the season.
        - You will conduct mid-season reviews and end-of-season reviews with instructors in your small group.

3. Customer Service
    - You will learn how to conduct teacher orientation and closure.
    - Contacting future guests! You will use email, **telephones**, and smoke signals (if necessary) to get all of the information required to plan a successful trip. This takes tenacity and tact.
    - Being a Program Coordinator is all about customer service and you will develop and refine your skills in diplomacy. You will face happy guests and you will face unhappy ones. You will face happy instructors and you will face unhappy ones. Learning how to guide the unhappy ones towards happy is an invaluable skill you will use and refine forever!

4. The "leftovers"
    - In charge of specific inventories – ordering and replacing as needed. These inventories will be divided out between the Program Coordinators. Examples include:
        - Audio/Visual materials
        - Lost and found
        - Nametags and beads
        - Posterboard, note cards, rings for notecards
        - First Aid supplies
        - Recycling (no inventory… just making sure it's taken when full/close to full)
        - Least Waste (Fillin' Station)
        - Extra class supplies- Survival Skills, Fishing, Compass, etc.
        - Sports Equipment
        - SO MANY MORE!
    - Anything else, as needed. It is impossible for us to list every detail of the job. We require a large amount of flexibility and ask that you be flexible with situations that may arise. You may be teaching, you may be hauling trash, you may be up early helping set up in the morning – in short, you may be doing lots of things that are not on this main list. And we thank you in advance!