

Job Description

Position: Operations Director

Classification: Seasonal

Reports to: Executive Director, Assistant Director



Position Summary:

The Operations Director furthers the mission of the camp by offering high quality support in the following areas: Fundraising Support, Office/Store Management, Supervision of Operations Staff, and Trip and Travel Support.

Key Responsibilities:

- Plan and manage Wanakee's trip-and-travel program.
 - Evaluate abilities of campers and staff related to planned trips, teach the skills necessary before leaving the camp site, including personal and group health and safety, maintenance and care of equipment, emergency procedures, etc.
 - Meet with the camp nurse before and after trips to monitor camper health during and following trips.
 - Ensure that camp staff and campers follow established safety guidelines, including training staff for trip/travel programs.
 - Be prepared to enact written emergency procedures in the event of an accident or illness.
 - With the assistance of campers and staff, pack and load into vehicles all necessary camping and safety equipment, food, and water for the trip. Maintain travel logs and vehicle checklists.
 - Safely operate a range of vehicles, including occasional use of canoe trailers.
- Serve as primary staff point person for Volunteer Wanakee Wilderness 5K Event Co-Chairs and Communications Committee members.
 - Develop and lead event marketing efforts on Social Media, camp website, in the local community etc.
 - Serve as summer staff point of contact for all external inquiries related to 5K, including runner registration and event sponsorships.
 - Support event execution and follow-up.
- Act as a professional point of contact for parents and other stakeholders in the office and store through strong customer service and communication skills.
 - Support office staff in managing incoming communications and registrations and running the camp store.
 - Support media staff in maintaining a strong social media presence.
 - Order supplies necessary for facilities, kitchen, and office staff to perform their responsibilities.
- Act as a professional and level-headed point of contact for diverse stakeholders.
 - Handle emergencies and solve problems with campers, volunteers, and staff, including acting as primary point-of-contact in the event of absence by the Executive Director, Assistant Director, or other representative.
 - Communicate with parents as needed, including coordinating check-in.

- Treat sensitive situations with discretion, including confidential information pertaining to camper, staff, and volunteer safety and health.
- Supervise and evaluate operations staff and volunteers as assigned.
 - Regularly monitor the work of operations staff.
 - Provide real time feedback and guidance, including mid-season and end-of-season evaluations.
 - Promptly share concerns with the Executive and Assistant Director regarding staff performance.

Other Job Duties:

- Participate enthusiastically in all camp activities, planning and leading as needed.
- Participate as a member of the camp staff team to deliver and supervise evening programs, special events, overnight, and other all-camp activities and camp functions.
- Other duties as assigned by the Executive Director, including assisting in other areas of camp.

Required Knowledge, Skills, and Abilities:

- Must be able to obtain First Aid/CPR certification (course offered to staff during training).
- Must be at least 18 years old, age 21 preferred.
- Ability to pass a criminal background check.
- Background in Marketing, Customer Service, and/or Event Management.
- Experience in a summer camp setting.
- Experience in supervising others, especially peers, is preferred.

Physical Aspects of the Position:

- Ability to effectively communicate orally and in writing.
- Ability to observe camper/staff behavior, assess its appropriateness, enforce appropriate safety regulations and emergency procedures, and apply appropriate behavior-management techniques.
- Some physical requirements of this position could be endurance including climbing, standing, swimming, some bending, stooping, and stretching. Requires eye-hand coordination and manual dexterity. Requires normal range of hearing and eyesight to record, prepare, and communicate appropriate camper activities/programs and the ability to lift up to 50 lbs. Willingness to live in a camp setting and work irregular hours delivering programs in the facility available. Operate with daily exposure to the sun and heat and varying environmental conditions.

Compensation and Benefits:

Salary: \$3,735 - \$3,960 (Note: For international staff, this amount may be adjusted for applicable visa or agency fees.)

Room and board provided for the duration of the seasonal contract.

Bonuses available for obtaining and using lifeguard and/or ropes certification during the summer.

About Wanakee:

Wanakee is a traditional Christian summer camp and year-round retreat center, owned and operated by the New England Conference of the United Methodist Church. Our camp and retreat programming focuses on building loving relationships and communities of radical acceptance. Find us at www.wanakee.org or on most social media outlets @wanakeenh.