

PROGRAM: Summer Camp Office

POSITION: Program Monitor

Application Deadline	Start Date	Wage	Hours Per Week	Must Be Available
	June 11, 2018	\$20.00 / hr	40	Days Evenings

DEFINTION: DPR's Summer Camp Office offers a variety of exciting urban camping opportunities for youth ages 3 to 17. These opportunities include sports camps, aquatic camps, therapeutic camps, and other day camps. The Summer Camp Office manages the administrative tasks associated with DPR's Summer Camps including registration, payroll, attendance, and program monitoring and evaluation.

EXAMPLE OF DUTIES:

- Provide supervision to administrative and support staff to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Resolve customer complaints and/or answer customers' questions regarding policies and procedures.
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Interpret and communicate work procedures and company policies to staff.
- Assist with evaluating employees' job performance and conformance to regulations and recommend appropriate personnel action.
- Train or instruct employees in job duties and program implementation
- Train or instruct employees in participant behavior management
- Implement agency policies, procedures, and service standards. Make recommendations, develop or update procedures, policies, or standards.
- Complete program and staff evaluations by established deadlines

MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE:

- Bachelors Degree required
- At least 2-3 years experience in program facilitation and/or program management
- Proficiency in MS Word, MS Excel and MS Outlook
- Excellent communication skills-written and verbal
- Excellent customer service skills
- Maintains a solutions-oriented approach in the face of challenges
- Attention to detail

PROGRAM: Summer Camp Office

POSITION: Summer Camp Office Assistant

Application Deadline	Dates	Wage	Hours Per Week	Must Be Available
	January 8 – August 31, 2018	\$16.00 / hr	40	Days Evenings

DEFINITION: DPR's Summer Camp Office offers a variety of exciting urban camping opportunities for youth ages 3 to 17. These opportunities include sports camps, aquatic camps, therapeutic camps, and other day camps. The Summer Camp Office manages the administrative tasks associated with DPR's Summer Camps including registration, payroll, attendance, and program monitoring and evaluation.

EXAMPLE OF DUTIES:

- Register customers using DPR's Web Trac registration system
- Obtain thorough knowledge of DPR summer programs
- Answer telephones and email inquiries regarding DPR summer programs
- Attend to walk-in customers
- Receive payments and input information into Web Trac system for record purposes
- Assist with the facilitation of the Reduced Rate application period
- Assist with summer camp staff time and attendance tracking as well as payroll processing
- Assist with the maintenance of DPR's summer camp waiting list
- Perform other duties as assigned or needed

MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE:

- Four-year college degree or 2 years of experience in field required
- Must have computer skills including but not limited to the use of Microsoft Office, the internet, and email
- Familiarity with online databases preferred but not required
- Must be able to identify and solve problems in a fast paced environment
- Ability to work on a team and accept supervisory instruction
- Ability to work well with children, youth, and adults
- Previous camp experience in a leadership position preferred
- Must have excellent customer service skills