

PROGRAM: Summer Camp Office

POSITION: Program Monitor

Application Deadline	Start Date	Wage	Hours Per Week	Must Be Available
	June 10, 2019	\$20.00 / 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:

- Responsible for a cluster of sites all summer
- 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
- Licensed driver with car required