



a seriousfun camp

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| Job Title: | Camper Admissions Coordinator |
| Location: | Mount Gilead, OH |
| Job Class: | Full Time |
| Reports to: | Associate Camp Director |
| Team: | Admissions Team |

The **Camper Admissions Coordinator** holds the core value Welcome Home as golden. They understand the importance of following core processes and that details are the key to prioritizing safety. They are excited to manage each step of the application process to allow for a seamless family experience and are comfortable with all types of communication. They can manage a high volume of emails and phone calls without breaking a sweat and understand that communication is fundamental to building trust.

The Camper Admissions Coordinator's process-driven and detail-oriented working style is a critical ingredient to unlocking the secret sauce at FHF. They have a knack for managing the big picture and the small details to ensure every family feels supported. Their meticulous ability to track information, communicate across teams, and navigate a large database is a key part of the Camp Operations Team's ability to offer every camper a safe, transformative experience.

This team member will coordinate all administrative duties related to the camper and family experience. They wake up excited to provide excellent customer service to all, and work to build trusted relationships with our families throughout their time at camp. The ideal candidate will have experience working in an administrative role and have the skill and drive to elevate the camp experience for all.

Department Overview

The **Admissions Team** plays a pivotal role in shaping the first impression of the camp experience for families and volunteers. The team collaborates with medical, psychosocial, and program team staff members to process applications, provide essential information, and maintain accurate records. This team is responsible for providing exceptional customer service to all and ensuring a smooth and accessible application process.

Responsibilities

The responsibilities for this position include, but are not limited to, the following:

- Provide excellent customer service to caregivers throughout the camp application process, including providing application assistance, sending confirmation materials, and owning post-camp follow up
- Manage mailing of packages and letters to camper families, including items from lost and found and camper birthday cards
- Communicate with families and medical care providers to ensure camper application materials are complete, up to date, and processed in a timely manner
- Support the facilitation of camper placement meetings and coordinate communication of placement information with caregivers

- In collaboration with the Admissions Team, conduct annual evaluation of camper admissions process and implement updates to reflect best practices and the current needs/trends of camp
- Monitor the application process regularly to ensure all applications are being appropriately processed
- Support the development of safe, efficient camper arrival, check-in, and departure procedures
- Coordinate all camper arrival and departure days
- Be trained in emergency response protocols and be available to report to camp within two hours in the event of an evacuation or other emergency.
- Serve on the emergency staffing table as needed to support in-camp operations
- Have a significant in person presence during family camps to build relationships with camper families
- Lead Volunteer Orientation sessions pertaining to camper arrival/departure and host annual Parent Panel during seasonal staff training
- Assist with planning and implementation of camper transportation needs in coordination with key staff
- Act as on-site host to families during special events
- Adhere to all Flying Horse Farms Policies and Procedures, particularly as they relate to camper recruitment, admissions, and medical programming
- Collaborate with the Admissions Team to implement the annual camper engagement strategy
- Represent FHF at various recruitment events throughout Ohio and neighboring states
- Utilize web-based camper database to generate dynamic reports for multiple audiences and purposes
- Coordinate camper and family evaluation collection, recording, and reporting
- Collect and prepare statistics pertaining to campers and families annually and upon request for special projects
- Live on-site during camp programming and maintain non-traditional working hours (evenings and weekends) with a flexible work schedule throughout the year

Required Skills & Experience

- Demonstrated meticulous systems-based organizational skills and attention to detail
- Ability to work for extended periods of time on a computer
- Ability to provide excellent customer service and demonstrate professionalism in phone communication
- Ability to collaborate with multiple project managers and key staff across multiple teams
- Ability to manage tasks and workload in a fast-paced, deadline-driven role
- Demonstrated excellent written and oral communication skills
- Experience working and proficiency in Microsoft Office applications

Preferred Skills & Experience

- Non-profit experience
- Experience in an administrative role
- Experience working with a web-based data management system

Expectations & Requirements for all Flying Horse Farms Staff

We live our Values. We are each responsible for knowing our values and nurturing our culture:

- **We are All In.** We demonstrate a willingness to do what it takes to get the job done, we are supportive and loyal, show up present and ready and we are passionate about "Campers First."
- **We have an Attitude of Optimism.** We find what's working and make more of that happen, demonstrate adaptability within ambiguity, spread joy and hope and ensure everyone we interact with feels "Welcomed Home."
- **We are Trustworthy.** We are consistent, dependable and steady, truthful and operate with transparency, take ownership for our work and "See the Best" in others.
- **We Take Initiative.** We are driven, work towards goals with fortitude, pay attention to details and find innovative solutions with "Fearless is Free" attitudes.

One Barn

At Flying Horse Farms, we believe in providing opportunities to engage and learn cross departmentally. To demonstrate this and underscore our operating core value of All In, every employee at FHF participates in organization-wide and/or cross departmental efforts. While included in all team member position responsibilities is the agreement of "other duties as assigned" or "not assigned," we at FHF desire to be All In and agree to and partner on tasks, projects, and teamwork that support the operations and mission of the organization by completing tasks or assignments that may normally fall outside of your job description. Examples of this include but are not limited to fundraising, event assistance, program participation, facilities assistance work, "volunteering/working" for a camp session, and supporting alternative revenue efforts as appropriate. At FHF we fondly refer to this approach to All In as The One Barn.

How to Apply:

- Submit a cover letter and resume to careers@flyinghorsefarms.org.

Flying Horse Farms provides magical, transformative camp experiences for children with serious illnesses and their families - free of charge. Located on 200 acres in Mt. Gilead, Ohio, camp first opened its gates in 2010 and hosts about 900 children and families each year.

Flying Horse Farms is the first camp in the Midwest to become a full member of the SeriousFun Children's Network. Founded in 1988 by actor, philanthropist and Ohio native Paul Newman, the Network is a community of independently managed and financed camps and programs creating opportunities for children with serious illnesses and their families. The Network has evolved from one camp to a global community serving one million children and families across five continents.

The children who attend camp have illnesses including cancer, heart conditions, rheumatoid arthritis, blood disorders, asthma, gastrointestinal disorders and facial anomalies.

At Flying Horse Farms, for a weekend or week at a time, being sick takes a backseat to being a kid. And fun is priority number one. Campers participate in activities like swimming, boating, fishing, archery, high ropes and arts and crafts. Campers receive first-rate care at our on-site health center, staffed 24/7 by medical professionals from children's hospitals across Ohio and beyond.

Flying Horse Farms is an ACA-Accredited Camp with the American Camp Association.