



Job Title:	Experiences Coordinator
Location:	Mount Gilead, OH
Job Status:	Full Time
Reports to:	Director of Strategic Communications
Team/Function:	External Relations Team

The **Experience Coordinator** is motivated to exceed expectations, always driven to provide every guest to Flying Horse Farms with a transformational experience while elevating camp's core "Welcome Home" value in all they do. In their role they believe in nurturing community, fostering a sense of belonging for everyone who comes to camp and easily connects individuals to the organization's mission.

They excel as a host, knowing how they show up matters and working to create a space where all feel comfortable. They are confident in their ability to build relationships, dedicated to aligning every guest experience to the mission, and know that no detail is too small when it comes to elevating an onsite opportunity. They are self-aware, adaptable, and face challenges with compassion and a solutions-focused mindset. They recognize the impact their role has beyond one exchange, one event, one day, and work to build foundations with every guest knowing every journey with camp has potential to be more.

Above all, they demonstrate the FHF Operating values: Be All In, Take Initiative, Be Trustworthy, and Have an Attitude of Optimism.

Responsibilities

1. Rental Experiences:
 - Prospects potential rental guests to build pipeline of opportunities.
 - Serves as the primary point of contact for individuals and organizations interested in renting facilities at Flying Horse Farms for retreats, conferences, and other events.
 - Coordinates all aspects of rental experiences, including scheduling, contract negotiation, logistics planning, and onsite support.
 - Collaborates with internal teams to ensure that rental experiences meet the needs and expectations of guests while also respecting the mission and values of Flying Horse Farms.
 - Executes day of rental needs, acting as onsite concierge to guests when needed.
2. Corporate Workday Experiences (Camp Creator Days):
 - Identifies opportunities for corporate partnerships to develop into Camp Creators.
 - Works closely with corporate partners to plan and execute volunteer workdays at Flying Horse Farms as part of the Camp Creator program.
 - Coordinates logistics for workday experiences, including project planning, materials procurement, and onsite supervision.
 - Provides guidance and support to corporate volunteers to ensure a positive and productive experience that aligns with the goals of Flying Horse Farms.
3. FHF Hosted Events:
 - Assists in the planning and execution of FHF hosted events, including fundraisers, donor appreciation events, and community outreach events.
 - Coordinates event logistics, such as venue selection, catering, entertainment, and décor, in collaboration with internal teams and external vendors.
 - Manages event budgets, timelines, and guest lists, ensuring that events are executed efficiently and within established parameters.
 - Oversees event and rental calendar.
4. Tours:

- Manages logistics for and conduct tours of Flying Horse Farms facilities for prospective donors, volunteers, campers, and other stakeholders.
 - Develops tour itineraries and presentation materials that highlight the impact and importance of Flying Horse Farms' programs and initiatives.
 - Provides personalized attention and answer questions to ensure that tour participants have a meaningful and informative experience.
 - Maintains tour calendar.
5. Administrative Support:
- Maintains accurate records and documentation related to rental experiences, corporate workday experiences, hosted events, and tours.
 - Assists with scheduling, communications, and other administrative tasks as needed to support the overall operations of Flying Horse Farms.

Qualifications

- Bachelor's degree in hospitality management, event planning, nonprofit management, or a related field.
- Previous experience in event planning, hospitality management, or a related role, preferably in a nonprofit or camp environment.
- Strong organizational and project management skills, with the ability to manage multiple tasks simultaneously and meet deadlines.
- Excellent communication and interpersonal skills, with a customer service-oriented approach.
- Detail-oriented and resourceful, with a proactive mindset and the ability to solve problems creatively.
- Passion for the mission and values of Flying Horse Farms, with a commitment to creating memorable and meaningful experiences for campers, volunteers, and stakeholders.
- Flexibility to work evenings, weekends, and occasional travel as needed for events and tours.
- Strong understanding of Microsoft Office Products and Donor Management Systems

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, 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 embrace a "One Barn" approach in how we show up as a team. In action this means creating collaborative opportunities for team members to enhance their individual voices and perspectives, gain personal and professional growth, and make overall organizational impact. To demonstrate this and underscore our operating value All In, every employee participates in organization-wide and cross-departmental efforts. These efforts include (but are not limited to) fundraising, event support, program participation, facilities assistance work, "volunteering" during a camp experience, and supporting camps social enterprise model.

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 732,000 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.

Employee Signature: _____

Date: _____