Camp Ocean Pines
Position Description

| Job Title: Director of Conferences & Retreats |
| Classification: Non-Exempt | Employment Type: Full Time |
| Department: Office | Supervisor: Erin Moses |

Position Purpose
The Director of Conferences & Retreats (DCR) is responsible for scheduling and managing high-quality rental programs at Camp Ocean Pines. The DCR coordinates use of Camp Ocean Pines by outside groups for retreats, meetings, conferences, family reunions, weddings, special events, and the like, and develops and promotes Workshop programs for adult education. The position assists in the delivery of our Summer Camp, Family Camp, and Outdoor Education programs. They are the primary coordinator of Camp's program and facility volunteers. As a member of the management team, the DCR shares responsibility for overall Camp operations and success. The DCR has responsibilities in customer/guest relations, sales, staff/volunteer hiring and supervision, fiscal management and budgeting, marketing, the camp store (merchandise inventory and sales), program management, project management, and other areas. The position has direct program responsibility from late August to early June, and supports other programs in June to August. A majority of the DCR's assigned programs occur on weekends, and the DCR is responsible to ensure that clients' needs are met during these times.

Essential Functions
Must be able to perform the following functions unaided or with the assistance of a reasonable accommodation:
Market assigned programs to gain and retain new clients, with a goal of extensive year round opportunities for all ages
Arrange and schedule adult education Workshops with independent contractor specialists for arts, nature, and other programs that are attractive and useful to customers, of high quality, give attention to safety and risk management, and contain culturally relevant curricula
Schedule and contract Conference and Retreat clients, and maintain communications to ensure compliance with payment schedules
Support clients in their communications about our programs; with the assistance of their instructors, market Workshops to ensure enrollment maximization
Recruit, hire, train, supervise, and mentor staff and volunteers to deliver assigned programs
Acquire, organize, and maintain necessary supplies and materials for assigned programs
Create and maintain the budgets for assigned programs
Maintain website and registration software (CampSite) for assigned programs
Manage the camp store (inventory, ordering, sales)
Coordinate with other departments (Food Services, Facilities, etc.) to ensure effective delivery of assigned programs
Ensure that clients are effectively oriented and coordinated while a program is onsite
Exercise sound, independent judgement to resolve problems and customer needs as they arise
Help establish and maintain health and safety policies, standards, procedures, and practices of Camp Ocean Pines; interpret and integrate them into assigned programs
Communicate effectively with guests and staff from a range of ages, backgrounds, and lived experiences
Coordinate, orient, and direct program and facility volunteers
Work on weekends, holidays, and some evenings
Walk over rough terrain in a variety of weather conditions
Other duties as assigned by Camp Ocean Pines

Other Duties and Responsibilities
Consistently provide friendly courteous assistance, including building and maintaining healthy professional relationships with volunteers, workshop instructors, staff, and guests.
Support Summer Camp, Family Camp, Outdoor Education, and other programs as assigned
As a member of the management team, share in oversight of and provide support to all programs and operations
Assist in philanthropic, fundraising, and community outreach efforts of Camp.
Support and contribute to a safe, clean environment for all guests and staff.
This job description is subject to change at any time.
## Camp Ocean Pines
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### Knowledge, Skills and Abilities

**Required:**
- 1+ years in sales, marketing, hospitality, hotel/restaurant management, event planning, or equivalent
- Current First Aid/CPR certification prior to start date
- Current California Food Handlers certificate prior to start date
- Successfully complete a background check and LiveScan fingerprints
- English-language oral and written communication skills
- Competency with computers; Google suite preferred
- Maintain a positive attitude in complex situations after working long hours
- Comfortable giving and receiving feedback
- Adjust quickly to changes with open mind and flexibility
- Recognize and respond to emergency situations
- Proof of completed COVID-19 vaccinations, or a negative COVID-19 diagnostic lab test result within three days of start date and continued testing at regular intervals after start
- A commitment to the goals and philosophy of Camp Ocean Pines
- A commitment to equity and inclusion, and creating a positive community work culture
- Valid US driver’s license and a good driving record

**Preferred:**
- Bachelor’s degree in marketing, hotel/restaurant management, or recreation administration
- One or more seasons of experience working at a camp, outdoor education school, or retreat center
- Experience working for a non-profit organization in a management or supervisory role
- Experience with various technical platforms, such as Campsite management and Canva.
- Conversational or better skill in a language other than English (especially Spanish or ASL)

### Performance Evaluation
Job performance will be evaluated throughout the season, both formally and informally, by the Senior Program Director.

### Compensation
$27.00/hour; 100% employee medical/vision; IRA matching; paid time off; paid education, training, and professional development opportunities.

### Employee Acknowledgement
I have reviewed this job description and I understand my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my employer without it being specifically included in this job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resources. I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my employer. I have discussed any questions I may have about this job description prior to signing this form.

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