



Admissions Coordinator

Double H Ranch

Job Title: Admissions Coordinator

Location: Lake Luzerne, NY and remote work as needed

Reports to: Admissions Director

Team: Operations

Hourly Rate: \$20.00

About Us

The mission of the Double H Ranch is to provide specialized programs and year-round support for children and their families dealing with chronic and life-threatening illnesses. Our purpose is to enrich their lives and provide camp experiences that are memorable, exciting, fun, empowering, physically safe and medically sound. All programs are FREE of charge and capture the magic of the Adirondacks.

The Operations team is responsible for implementing programs that impact campers and families. The main goals for the Operations team are to provide engaging, safe, and intentional programs for our campers and families supported by volunteers and paid staff members. As a team we are focused on teamwork, creative ideas and always asking “how does this impact the kids”.

The Admissions Coordinator is part of the Operations team and supervised by the Admissions Director. The goal of the Admissions Coordinator role is to work closely with families and health care providers to ensure a positive camp experience for each child.

About the Role

The Admissions Coordinator is a key role to delivering the highest quality camper experiences that have a direct impact on our mission. This is a full-time year-round position that will be responsible for following admissions guidelines, obtain all necessary applicant information, and work closely with the medical team to review applications to complete the admissions process for each child/family member. The typical work schedule is Monday-Friday, 8-4 or 9-5. Flexibility to assist on evenings and weekends, remotely or in person, is needed based on program requirements.

Main Duties and Responsibilities

- Process individual camper applications- follow up with families about missing information
- Work closely with medical team for application review
- Ordering camper supplies
- Distribute confirmation information, waitlist, denial letters in a timely manner
- Assist with Day 0 weekly summer session paperwork
- Onsite for camper opening days and departure days, and evening family weekend registration
- Perform efficient, accurate data entry
- Summer application distribution



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- Build and foster networks through parent and local healthcare organizations and hospitals to find qualified campers
- Research and attend new recruitment opportunities
- Responsible for online renewals (JotForm, SlickText, Weebly websites)
- Assist with creating staff and volunteer annual trainings/presentations
- Camper survey distribution, updates, stat collection, and reporting to pertinent staff
- Oversee all Operations office supplies and equipment-inventory, ordering and maintenance
- Willingness to assist other departments
- Public speaking- small/large groups
- Strong customer service skills and ability to work individually or with team
- Additional duties and responsibilities as assigned

Essential Knowledge, Skills, and Experience

The following are required and should be reflected in your resume and cover letter.

- Bachelor's degree in related field or relative office work experience
- IT proficient including Microsoft Office (Excel/Word/PowerPoint), experience with database software and data management (applicant tracking systems), and virtual communication tools (Zoom, Slack, Skype).
- Ability to work independently, make decisions, problem solve, and adhere to priorities while working in a fast-paced, multi-tasking environment.
- Excellent interpersonal, oral, and written communication skills.
- Experience with public speaking and working in a public facing environment.
- Sound administration skills including record keeping with meticulous attention to detail.

Expectations of Double H Ranch Employees

- Responsible for knowing and adhering to organizational policies and procedures
- Act as a role model within the Double H community
- Maintain a positive and respectful attitude with all families, campers, staff, volunteers, and donors
- Provide tours for the public, prospective volunteers, and donors when needed
- Report any acts of maltreatment, neglect, and/or any other violation of policies immediately to the Director of Operations or HR Director

Our Commitment to Diversity and Inclusion

The Double H Ranch is a non-discriminatory organization committed to inclusion and equity. Our organization strives to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race, sexual orientation, or any other identifying label is accepted and has the opportunity to reach their full potential with dignity.



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Our core values set the foundation for celebrating our campers, volunteers, staff, and entire Double H Ranch community, as well as maintaining a safe and inclusive environment in all aspects of the work we do.

Double H Ranch families, campers, staff, and volunteers may face systemic barriers, and through our mission we seek to create equitable, accessible opportunities for all populations in our service. We celebrate and honor the diverse perspectives of our community and are committed to continually providing an inclusive environment. We believe this is essential to providing the best possible experience for everyone at Double H Ranch.

Benefits

- Simple Pension Plan
- Paid Holidays, Vacation, Sick Days, and Health and Happiness Wellness Days
- Paid Bereavement Leave
- Medical, Dental & Vision Plan
- Flexible Spending Account
- Short and Long-term Disability Plans
- Life Insurance
- Employee Assistance Program for staff and eligible family members
- Access to additional professional development opportunities through organizational membership of the SeriousFun Children's Network and American Camping Association.

How to Apply

Your cover letter should include examples of your work or experience which provides evidence of how you meet the essential knowledge, skills, and experience. Please share what inspired you to apply for this role – what is it about our work that attracted you to Double H Ranch and the position.

We understand that the application process can be difficult, and we want to make it as easy as possible for you to shine. Please let us know what we can do to accommodate you.

The deadline for applications is Friday, December 23rd. Interested applicants should please submit a resume and cover letter to: Lisa Boucher, HR Director, lboucher@doublehranch.org

Selection process

First-round interviews will take place virtually beginning the week of January 2, 2023. If you're invited to an interview, you may be requested to prepare a task in advance – we'll let you have all the details in the invitation to interview. We will also invite you to talk to us about any reasonable adjustments which would support you in fully taking part in the interview process.