



Open Position Posting

[Click Here to Apply](#)

Organization Description:

Founded in 1988 by Paul Newman, The Hole in the Wall Gang Camp provides “a different kind of healing” to more than 20,000 seriously ill children and family members annually - all completely free of charge. For many of these children and families, Hole in the Wall provides multiple Camp experiences throughout the year at the facility in Ashford, Conn., in more than 40 hospitals and clinics, directly in camper homes and communities, and through other outreach activities across the Northeast and mid-Atlantic.

Position Title:

Director of Camper Admissions

Work Schedule:

Full-time

Location:

565 Ashford Center Rd, Ashford CT 06140 w/remote work

Position Description:

Provides leadership, management and supervision to the Camper Admissions Department. Responsible for recruiting, managing and overseeing all aspects of camper and family admissions process. In fulfilling these responsibilities, the Director of Camper Admissions will at all times model and transmit the Camp culture of Safety, Respect, and Love.

Our Director of Camper Admissions can expect to...

- Direct and actively participate in all activities involved in the operation of the Camper admissions process, Camper recruitment and program promotion, office oversight and database system support.
- Hire, train, monitor the work performance of, and plan for the continued professional development of all Admissions Department employees (full time, part time and seasonal).
- Develop and maintain a strategic plan for recruitment function in conjunction with medical team.
- Manage relationships with outside grass roots organizations (attend events, be present through ongoing communication, make presentations about the organization, let them know we care about and support their efforts).
- Submit annual budget plan for Admissions operations and camper transportation to team leader.
- Maintain procedural compliance with all federal, state, ACA, and SeriousFun Children's Network statutes and best practices.

- Represent the organization at recruiting visits to various organizations as needed.
- Schedule and assign work projects to be completed by staff, qualified outside contractors, and/or volunteers.
- Maintain complete and accurate computer and paper data records of all camper information.
- Manage work schedules for all department employees during the summer months.
- Coordinate enrollment and transportation with parents and social workers.
- Ensure that department has proper procedures documented and updated as needed and that all procedures are being followed.
- Design online and print versions of camper applications to ensure all necessary components are reflected (i.e. media releases, camper evaluations, permissions for activity participation, etc.).
- Assign Camper session dates, enter camper and family data, make cabin assignments, maintain database record keeping and functionality as needed.
- Demonstrate annual trends by providing all requested analytics and reporting related to the Summer Program and other department efforts.
- Develop best practices for participant arrival, check in, and departure. Coordinate related efforts, including processing participant luggage, medications, paperwork, etc.
- Attend meetings as required. Examples include Opening Day, Day 2 and Closing Day of each summer session, coaching meetings with staff, and strategy meetings with Medical Director, Program Team, and other collaborative teams.
- Assemble and print reports and distribute to colleague teams as needed (e.g. Programs, Residential Life, Infirmary, Kitchen, Media).
- Through positive leadership, demonstrate the core values of the organization.
- Compile statistical data for the Development Office and all other Camp Departments as requested.
- Know and adhere to the policies and procedures contained within the Camp manual.

Our Director of Camper Admissions should have...

- A willingness and ability to supervise the Admissions department (Admissions Coordinator(s), Office Manager, Seasonal Staff).
- A degree and/or coursework in a related field is desirable, but there is no minimum education requirement.
- Experience managing a high-volume flow of constituent data, using paper and web-based forms in conjunction with a CRM database system.
- Experience managing rosters, assigning housing, and coordinating the welcoming and care of participants while taking into consideration a wide-range of needs and considerations.
- Three to five years' experience with leadership in a professional setting.
- An understanding of workflow design, oversight, and implementation in a non-profit setting.
- Experience in or exposure to residential summer and/or family camping is desirable, but not required.
- Spanish language skills/fluency highly desired.
- The ability to establish positive relationships with a variety of people in multicultural environments.
- Strong organizational and administrative abilities.
- Excellent written and verbal communications skills to diverse internal/external

stakeholders, including reports, written communications, and presentations to key audiences.

- A familiarity with key software and database resources (e.g. Microsoft Office, Salesforce, FormAssembly, etc.) and adaptable digital skills.
- Ability to operate a computer for extended periods of time with appropriate breaks.
- Ability to work extended hours (especially during the summer season), including evenings and weekends, and availability for overnight travel.
- Valid driver's license and driving record which meets HITWG insurance carrier requirements. Ability to travel to assigned worksite.
- Full vaccination against COVID-19, plus booster that meets current medical requirements.

The Hole in the Wall Gang Camp provides a very competitive salary, a generous benefits package, and growth opportunities for high contributors. To apply, please use the provided link. Due to the volume of resumes received, you will be contacted only if there is interest in pursuing your application. No phone calls please.

[Click Here to Apply](#)

The Hole in the Wall Gang Camp is an Equal Opportunity Employer, does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sexual orientation, gender identity or expression, disability, nationality or sex, and is committed to a diverse workforce.