



a seriousfun camp

Job Title:	Admissions Coordinator
Location:	Mount Gilead, OH
Job Class:	Full Time
Reports to:	Education & Volunteer Manager
Team:	Camp Operations Team

The **Admissions Coordinator** holds the core value Welcome Home as golden. They understand the importance of following core process and that details are the key to prioritizing safety. They are excited to implement each step to allow for seamless communication and onboarding of campers, volunteers, and seasonal staff, by unlocking the opportunity for all to have a transformational experience at Flying Horse Farms (FHF).

The Admissions Coordinators process-driven and detail-oriented working style is a critical ingredient to unlocking the secret sauce at FHF. They deliver extraordinary customer service through warm hospitality and integrate the voice of camp to reach all audiences through daily communications.

This team member will coordinate administrative duties related to the processing of campers, camper families, camp volunteers and seasonal staff, and will lead volunteer engagement efforts outside of camp sessions by working cross-departmental. The ideal candidate will have experience working in an administrative role and has the skill and drive to elevate the camp experience for all.

Department Overview

The **Camp Operations Team** makes camp a reality by designing & implementing intentional outcomes-based programming that is adapted to meet the developmental, physical, psychosocial, and medical needs of our campers. The team ensures a safe environment through meticulous emergency and risk management planning. The camp operations team builds the camp community of adults needed to serve campers by recruiting, selecting, and supporting qualified volunteers and seasonal camp staff.

Responsibilities

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

Camper Family Support

- Assist with Camper Application engagement (calls, mailings, emails, etc.)
- Assist Camper families in completing the application process
- Process Camper Application paperwork and follow up with families
- Participate in the interview process for the Ranger Program
- Prepare camper materials for camp sessions: name tags, paperwork, shirts, etc.
- Support camp session Arrival and Departure processes
- Assist in Camper engagement opportunities: resource fairs, mailings, etc.
- Prepare information for Pre-camp Meetings, camper placement bonanzas, etc.
- Manage the camper database

Volunteer Management Support

- Work cross-departmentally to lead volunteer engagement efforts outside of camp sessions
- Lead and organize volunteer appreciation initiatives and events with the Education & Volunteer Manager
- Process Volunteer paperwork and follow up communication
- Assist in scheduling Volunteer interviews
- Participate in the Volunteer interview process
- Prepare materials for camp sessions: name tags, t-shirts, paperwork, etc.
- Assist with monitoring the FHF Volunteer email inbox
- Assist with set-up and logistics of Volunteer Orientation (Volly-O)
- Assist with planning and attending Volunteer and Seasonal Staff recruitment events
- Assist with Volunteer engagement initiatives

Administrative Support

- Support the Education & Volunteer Manager and Camper & Family Liaison with accurate reports, data and statistics including pre-camp reports, grant requests, grant reports, annual Impact Report, Board reports, and annual volunteer and camper evaluation statistics
- Manage intersession coverage for residential camp sessions
- Support the development and integration of systems and processes for the Camp Operations Team
- Manage supply inventory for the Camp Operations Team: camp tees, office supplies, program supply, medical supply, etc.

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
- 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
- Serve on the emergency staffing table to support in-camp operations
- Live on-site during camp programming and maintain non-traditional working hours (evenings and weekends) with a flexible work schedule throughout the year

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.