



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:

Camper Admissions Manager

Work Schedule:

Full-Time

Location:

Ashford, CT – Hybrid, Varies by Season

Position Description:

The Camper Admissions Manager is responsible for providing leadership and management on all recruitment efforts and enrolling campers and their families in residential programs. This position is a key collaborator with hospital partners who refer camper families to our programs. Critical to the success of this role will be the skillful use and application of tools such as Salesforce to enhance customer service. While performing these and related responsibilities, our Camper Admissions Manager is expected to further and enhance our organizational culture and core values.

Our Camper Admissions Manager can expect to...

- Oversee the development and execution of recruitment strategies targeting new and returning campers to participate in residential programs.
- Lead the departments efforts in coordination of on-site/virtual visits. Travel to New England and Mid-Atlantic hospitals to promote program opportunities to clinic professionals and camper families. Directly assist families in the application process.
- Serve as the point of contact with hospital partners, supporting them in meeting target numbers of participants and helping them feel like valued members of THITWGC's community.
- Develop engaging content for application invites and e-newsletters updating families and hospital partners about program opportunities and Camp happenings.
- Build and maintain relationships with hospital partners, including educating clinic professionals about program opportunities.

- Lead the process of creating and distributing promotional flyers that align with the Camp's brand, increase an understanding of the application process, and encourage participation in residential programs.
- Coordinate and attend virtual and in person recruitment events to promote Camp's residential programs.
- Provide excellent customer service and guide prospective camper families through the application process, including providing program information, explaining admission requirements, and assisting with application procedures.
- Input and update camper information, medical forms, and other relevant data into Salesforce ensuring data is entered correctly and completely.
- Assist in coordinating and executing the logistics for camper arrival and departure days.
- Develop and maintain a comprehensive understanding of THITWGC's programmatic offerings, eligibility criteria, and messaging to answer application queries.
- Coordinate transportation including public transport, rental cars, and other reimbursements.
- Create or update PowerPoint presentations to be visually appealing, persuasive, and educational and engage hospital professionals.
- Attend meetings as required. Examples include Opening Day, Day 2 and Closing Day of each summer session, strategy meetings with the Director of Camper Admissions.
- Serve as the point person for the admissions department in the absence of the Director of Camper Admissions.
- Assist with special projects and performs additional duties as assigned.
- Ensure admissions targets and goals are met in coordination with admissions team and Camp Director.

Our Camper Admissions Manager should have...

- A degree and/or coursework in related field is desirable, but there is no minimum education requirement.
- Experience with residential camp programming, preferably within the admissions department is also desirable, but not required.
- Familiarity with Salesforce or other CRM software.
- Experience working directly with families/customers is preferred.
- The ability to establish positive relationships with a variety of people in multicultural environments.
- Excellent communication skills written and verbal. Experience presenting complex information in a simple way.
- Strong organizational and administrative abilities.
- Marketing skills and experience creating promotional materials.
- Bilingual/Spanish language skills preferred, but not required.
- A familiarity with key software (e.g. Microsoft Office, Salesforce, FormAssembly, Canva, Zoom, Calendly, etc.) and adaptable digital skills.
- A willingness and ability to operate computer for extended periods with appropriate breaks.
- An ability to work extended hours (especially during the summer season), including evenings and weekends, and availability for overnight travel.
- A valid Driver's license and driving record which meets HITWG insurance carrier requirements. Ability to travel to assigned worksites.

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.