Camp Harmony Job Description

TITLE: Director of Program & Guest Services

RESPONSIBLE TO: Executive Director

GENERAL POSITION DESCRIPTION: The main role of the Director of Program & Guest Services is to enhance the ministry through excellent execution of all Camp Harmony programming & hospitality. They will help carry on the mission by developing and implementing new ideas to enhance our current programming and support the ministry by overseeing facility usage and contracts. This role includes: recruiting staff, continually building relationships with past staff, acting as the main contact for guest groups. This position will work closely with the Executive Director to ensure groups and programs align with the mission of Camp Harmony. They will also help minister to both staff and volunteers while performing their duties.

RESPONSIBILITIES:

1. Programming
    a. Program Development (25%)
        i. Work with the Executive Director within an assigned budget.
        ii. Create & implement summer camp weeks with biblically-based teaching & adventurous, outdoor fun.
        iii. Create age specific progression of programming options for campers to enjoy continually returning to camp.
        iv. Develop summer theme curriculum and educational classes.
        v. Create year-round programs for campers and families to experience fun and growth.
    b. Summer Staff (15%)
        i. Recruit new Christ-like high school and college-age students to work at Camp Harmony
        ii. Interview, hire, and train all summer staff.
        iii. Obtain/maintain necessary certifications to adequately and lawfully train summer staff
        iv. Primary point of contact for all summer staff, maintaining accountability and encouragement
        v. Meet with summer staff often for discipleship and fun gatherings
        vi. Continue to build relationships with past summer staff to disciple them and encourage them to return in the future
    c. Non-summer (5%)
        i. Make cold calls and stops to new churches that fit the Camp Harmony profile
        ii. Connect with local youth pastors and those beyond the local sphere (lunch, coffee, etc)
        iii. Help to promote the Camp Harmony program by reviewing all promotional material (website, emails, social media, etc.)

2. Guest Services (50%)
    a. Communicate with guest groups for availability and reservations.
    b. Communicate with like-minded organizations to let them know about availability.
    c. Follow up with current guest groups to rebook.
    d. Develop and implement group leader surveys.
    e. Maintain the property calendar to be up-to-date with guest group and program usage.
    f. Work with the Facilities Manager to ensure the property is in good working order.

3. Additional Responsibilities (5%)
    a. Maintain working knowledge of the Google Suite.
    b. Stay up to date with CampBrain registration software.
    c. Work with other staff and volunteers in hosting guest groups and/or providing meals for them (when scheduled), sometimes providing 24/7 availability. Hosting days are normal work days. When hosting, be available overnight by cell phone for guests' issues when needed.

4. Other Duties
    a. Perform whatever other tasks, duties, and responsibilities are needed to further Camp Harmony's mission and ministry
    b. This is not necessarily the entire list of responsibilities, skills, duties, requirements, or working conditions associated with the position of Operations Director. While the description is intended as an accurate reflection of the current job, Camp Harmony reserves the right to revise the functions and duties of the job or to require that additional or different tasks be undertaken when such revisions are dictated by a change in circumstances.

QUALIFICATIONS:

1. Active, growing personal relationship with Jesus Christ
2. Alignment with Camp Harmony's mission and statement of faith
3. Have a critical eye for safety and risk management while being risk-tolerant
4. Be professional in your behavior, language, and attitude
5. Be an excellent communicator
6. Be an excellent team player who enjoys collaboration and working in a team environment
7. Knowledge of basic word processing software (Google Suite, Word, etc)
8. Be a confident facilitator, using challenges to facilitate growth
9. Perform administrative tasks in a timely and organized manner
10. Be willing to be First Aid/CPR/AED/Lifeguard certified
11. Has the ability to perform duties around the rough and hilly terrain of the property
12. Able to lift at least 30 pounds, and spend significant amounts of time either sitting or on your feet.
13. Ability to work both inside and out in varying weather conditions.

EDUCATION & EXPERIENCE:

1. 2+ years of previous programming or related experience required.

Reviewed 11/2026