

The Hiram House

Job Title: **Summer Operations Coordinator**

Status: Full-Time, Exempt. This is not a remote position.

Reports To: Executive Director

Location: Moreland Hills, Ohio 44022



POSITION SUMMARY

Hiram House is seeking an experienced and enthusiastic Summer Operations Coordinator to lead and elevate our summer camp programs. This position oversees all aspects of day-to-day camp operations, ensuring safe, engaging, and developmentally appropriate experiences for campers while supervising staff, managing program logistics, and fostering strong camper and family engagement. The role offers the opportunity to shape innovative summer programming, strengthen staff development, and contribute to Hiram House's mission of enriching the lives of youth through outdoor experiences.

ESSENTIAL FUNCTIONS

Program Development & Operations Management

- **Design, deliver, and evaluate comprehensive summer camp programs** for both day and overnight campers, including:
 - a. Developing age-appropriate curricula integrating traditional activities with modern educational approaches
 - b. Creating scalable, adaptable program frameworks maintaining quality and safety standards across sessions
 - c. Establishing new specialty programs responding to evolving camper interests and market demands
 - d. Implementing systematic evaluation processes using data-driven metrics and stakeholder feedback
- **Direct comprehensive daily operations**, including staff supervision, camper oversight, health services coordination, food service liaison, crisis management, and family communication resolution
- **Develop operational frameworks** with specialized schedules, safety protocols, and quality assurance procedures across all activity areas (archery, aquatics, climbing, equestrian, environmental education, etc.)
- **Partner strategically with Outdoor Education & Retreat Coordinator** to design evidence-based curriculum guides, progressive lesson plans, and assessment tools for all programming areas
- **Champion organizational culture** as primary visible leader, cultivating an inclusive, dynamic community environment that reflects camp values and promotes positive youth development
- **Campership program management includes:**
 - a. Oversee the application process by reviewing submissions
 - b. Verify eligibility in alignment with program guidelines
 - c. Ensure accurate recordkeeping, communicate decisions with families and support equitable distribution of campership funds.

Staff Leadership & Development

- **Recruit, hire, train, and supervise seasonal staff**, including job fair participation, comprehensive pre-camp and ongoing training, ropes course certification coordination, and performance evaluation management
- **Design and expand the Counselor-in-Training (CIT) program**, including curriculum development, retreat facilitation, mentorship coordination, and leadership pathway development
- **Provide ongoing staff support** through mentorship, feedback, and retention strategies while maintaining accurate personnel records and coordinating with Business Manager on payroll/onboarding

Family & Community Engagement

- **Lead enrollment and family engagement** through responsive inquiry management, facility tours, relationship building, and ongoing communication showcasing camp impact
- **Establish and nurture alumni networks** for former staff and campers, developing engagement strategies, reunion programming, and mentorship opportunities
- **Develop robust feedback systems** to gather and analyze input from campers and families, implementing improvements based on stakeholder needs
- **Create comprehensive mental health support programming**, including hiring and coordinating with mental health professionals during camp operations
- **Outreach to social service agencies** to educate on camp offerings and campership opportunities

Seasonal & Operational Management

- **Orchestrate comprehensive seasonal transitions**, managing facility preparation, staff training, daily oversight, and post-season evaluation/closeout procedures
- **Manage extended care programming**, including Before/After Care services with efficient scheduling, communication protocols, and payment processing systems
- **Oversee camp store operations** and program supply management, including medical and activity-related inventory
- **Collaborate on marketing and communications** with Executive Director to develop digital content, promotional materials, and maintain brand consistency across platforms

Safety, Compliance & Risk Management

- **Ensure ACA accreditation compliance** and adherence to all relevant safety standards
- **Collaborate on crisis and risk management** planning and implementation across all camp operations
- **Support facilities and equipment management** working with Executive Director and Facility Manager to maintain safe, functional facilities and grounds aligned with organizational standards

Program Enhancement & Administrative Functions

- **Assist with year-round program development**, updating outdoor education and school/retreat curricula based on summer evaluations and expanding experiential learning opportunities for off-season programming
- **Maintain comprehensive program documentation**, including enrollment tracking, end-of-season reporting, accreditation support, and facility preparation for off-season rentals
- **Support organizational communications** for program promotion and staff recruitment initiatives

KEY CHARACTERISTICS

- Excellent work habits including punctuality, time management, and prioritization.
- Strong verbal and written communication skills with warmth, enthusiasm, and professionalism.
- Highly organized, detail-oriented, and able to manage multiple projects simultaneously.
- Dependable, proactive, and able to work under pressure while meeting deadlines.
- Effective team player with a service-minded work ethic and commitment to maintaining confidentiality and professionalism.
- Models the highest standards of conduct, supporting the mission and reputation of Hiram House Camp.

REQUIREMENTS

- Bachelor's degree in Camp Administration, Recreation, Education, or related field.
- Minimum of one season of camp administration experience.
- CPR/First Aid certification preferred.
- Be willing to become certified in our high ropes course and serve as a point of contact for staff.
- Demonstrated ability to supervise staff and campers.
- Ability to plan, organize, and deliver daily and special programs.
- Strong public speaking and presentation skills.

PHYSICAL REQUIREMENTS

- Endurance for prolonged standing, bending, stooping, and stretching.
- Manual dexterity and eye-hand coordination for activity supervision.
- Normal range of hearing and vision to communicate and record program information.
- Ability to lift up to 50 lbs. and work outdoors in varying conditions.
- Willingness to live in a camp setting and work irregular hours as needed.

COMPENSATION & BENEFITS

- Salary: \$40,000–\$42,000 annually (full-time, exempt)
- Flexible schedule, including evenings, weekends, and holidays
- On-site housing may be available
- Medical, dental, and vision insurance (after 3 months)
- Retirement plan with up to 6% match (after 6 months)
- Generous paid vacation, sick leave, and 2 personal days annually
- Flex time and comp time in recognition of evening and weekend hours

Hiram House Camp, located in Moreland Hills, Ohio, is an Equal Opportunity Employer. Hiring decisions are not based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, genetic information, disability, protected veteran status, or any other legally protected group status.

The duties listed provide a general understanding of the position but are not comprehensive.

Interested applicants may send their resume and cover letter to: Courtney Nicolai, Executive Director at cnicolai@hiramhousecamp.org

No phone calls, please.