Director of Summer & Outdoor Programs

Location: Moreland Hills, Ohio
Status: Full-Time, Exempt; on-site
Reports to: Executive Director
Supervises: Outdoor Education Coordinator and seasonal summer staff

Position Summary

Hiram House Camp seeks an experienced, energetic Director of Summer & Outdoor Programs to lead the planning, staffing, delivery, and improvement of its day and overnight summer camp programs and oversee rental groups, school camps, and year-round outdoor education and retreat operations.

The Director of Summer and Outdoor Programs owns the overall summer camp experience, including seasonal staffing, Counselor-in-Training development, camper programming, registration and enrollment, parent communication, camper behavior support, alumni engagement, marketing input, summer operations, and American Camp Association compliance and accreditation. This leader runs the day-to-day camp operation, makes sound decisions within established authority, and escalates significant issues to the Executive Director. The Director also oversees rental group and school camp administration, including booking, contracts, billing coordination, and cross-department planning to ensure successful group experiences.

Key Responsibilities

Summer Operations and Leadership

- Lead daily summer camp operations, including schedules, staff assignments, camper supervision, activity coordination, facility readiness, supplies, and operational communication.
- Oversee pre-season preparation, in-season execution, extended-care services, and post-season evaluation.
- Serve as the primary on-site operational leader, resolving routine issues and escalating significant safety, personnel, financial, legal, reputational, or compliance concerns.
- Build a welcoming, inclusive, organized, and mission-aligned camp culture for campers, families, and staff.

Staff Leadership and CIT Development

- Recruit, hire, train, supervise, coach, evaluate, and retain seasonal camp staff.
- Design and lead pre-camp and in-season staff training in safety, youth development, camper supervision, behavior support, inclusion, communication, and emergency procedures.
- Grow the Counselor-in-Training program through structured curriculum, retreats, mentorship, leadership experiences, and pathways into future staff roles.
- Coordinate needed staff certifications and work with the Business Manager on onboarding, payroll, schedules, and personnel records.

Camp Programming and Camper Experience

- Design, implement, and evaluate safe, engaging, age-appropriate day and overnight camp programming.
- Lead program schedules, activity standards, specialty offerings, and continuous improvements based on camper, family, and staff feedback.
- Oversee camper behavior support, incident response, and well-being practices in collaboration with staff, families, health personnel, and leadership.
- Ensure the camp experience is consistently delivered across sessions and reflects Hiram House Camp's values.

Enrollment, Families, and Marketing

- Lead registration and enrollment activities, including family inquiries, tours, follow-up, waitlists, onboarding, and enrollment communication.
- Serve as a visible and trusted point of contact for parents and guardians, handling questions, concerns, and issue resolution with professionalism and care.
- Partner with the Executive Director on marketing, enrollment campaigns, and communications; provide input so promoted programs and experiences are accurately planned, staffed, and delivered.
- Monitor enrollment, family feedback, and program results to identify opportunities for improved participation and retention.
- Build alumni engagement through communications, reunions, and volunteering, and use it to drive referrals.

Rental Groups and School Camps Director

- Oversee group bookings, planning, and coordination in partnership with the Outdoor Education Coordinator.
- Serve as the primary contact for group leaders and schools, coordinating schedules, program needs, participant counts, and visit details.
- Manage contracts and required documentation using approved pricing and policies; refer exceptions to the Executive Director.
- Coordinate deposits, invoicing, billing adjustments, and outstanding balances with the Business Manager.
- Align staffing, programming, lodging, meals, facilities, equipment, and safety needs across departments.
- Maintain booking records, coordinate on-site support, and gather feedback to improve experiences and encourage repeat bookings.

ACA Compliance, Safety, and Risk Management

- Lead ACA standards compliance and accreditation readiness, including documentation, internal reviews, corrective action, site visits, and follow-up.
- Ensure camp policies, staff training, program delivery, facilities, and operating practices meet applicable safety and accreditation standards.

- Partner with the Executive Director, Facility Manager, health staff, and other team members on safety planning, emergency procedures, risk management, and compliance.
- Maintain appropriate operational, incident, and accreditation records.

Qualifications

- **Experience:** Multiple years of leadership in camp administration, youth programming, recreation, education, or outdoor programming (supervisory experience strongly preferred). Experience with program design, staff training, behavior support, enrollment, or rental and school group programs is a plus.
- **Skills:** Proven ability to lead staff, manage complex operations, communicate with families, and make sound decisions under pressure.
- **Education and certifications:** Bachelor's degree in a related field preferred. CPR/First Aid certification preferred (or willingness to obtain), and willingness to complete high-ropes certification.
- **Physical and schedule requirements**: Able to work outdoors in varying conditions, lift 50 lbs, and work evenings, weekends, holidays, and irregular seasonal hours.

Compensation and Benefits

- Salary: Up to $50,000 annually.
- On-site housing is provided and required over the summer.
- Housing is negotiable for the remainder of the year.
- Medical, dental, and vision insurance after three months.
- Retirement plan with employer match after six months.
- Paid vacation, sick leave, personal days, and flex/comp time.
- Travel reimbursement

Hiram House Camp is an Equal Opportunity Employer. Interested applicants should send a resume and cover letter to Courtney Nicolai, Executive Director, at cnicolai@hiramhousecamp.org.