



JOB DESCRIPTION

The Painted Turtle seeks to reach beyond illness, to inspire children with chronic and life-threatening illnesses to become their greater selves.

Title: Camper Admissions Manager

Department: Camp Program

Reports to: Director of Programs and Initiatives

Status: Full Time

Location: Lake Hughes, CA

Updated Date: 8.1.18

Summary: Reporting to the Director of Camp Programs and Initiatives, the Camper Admissions Manager manages all aspects of camper admissions for The Painted Turtle Family Weekend, Summer Camp, and Day Event programs. The Camper Admissions Manager's primary responsibilities include recruiting campers, processing camper applications, accepting participants, and coordinating logistics of camper participation in programs (i.e., arrival/departure, housing, transportation, etc.). The Camper Admissions Department will process over 3,000 camper and family applications throughout the year. This individual is also responsible for collaborating with health and hospital/clinic partners. This individual must be a team-player while also being able to work independently, be well-organized and detail oriented, able to multi-task, communicate clearly, work in a fast-paced environment, and able to manage a high volume of correspondence.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- **Camper Recruitment, Applications and Admissions**
 - Oversee the camper recruitment process including collaborating with health and hospital/clinic contacts, representing TPT at hospital/health fair visits, and developing new streams of camper recruitment.
 - Oversee the updates of the camper application, this includes annual application updates and translation of materials for family weekend and summer camp sessions.
 - Distribute camper application to camper families, health and hospital/clinic contacts, and on The Painted Turtle's website and social media accounts.
 - Process camper applications including but not limited to responding to camper/family inquiries, collecting information to complete camper applications including medical requirements, and uploading documentation onto camper database.
 - Oversee the acceptance of campers including prioritizing camper/family participants, sending welcome packets to accepted families, and collecting camper RSVPs and final pre-camp paperwork and distributing to appropriate staff.
 - Prepare all camper pre-session logistics including generating a camp roster, housing assignments, and pre-camp communication with camper families.
- **Camper Transportation**
 - Oversee all aspects of camper transportation for camp sessions. This includes researching transportation options, overseeing transportation contracts, securing pick up and drop off locations and coordinating transportation logistics with medical, program and health partner contacts.

- **Camper Arrival and Departure**
 - Coordinate logistics of camper arrival and departure processes for family weekend and summer sessions. This includes creating and distributing check-in and check-out materials, greeting families, and ensuring that all programmatic and medical check-in and check-out procedures are completed.
- **General**
 - Directly supervise, empower, and coordinate the efforts of the Camper Admissions team including the Camper Admissions Coordinator and Camper Admissions Associate. This includes but is not limited to conducting annual reviews, continued professional development, and assessment of any allegation of misconduct.
 - Provide vision for the Camper Admissions department to ensure that processes are efficient and effective and are developed and enhanced over time.
 - Collaborate with TPT IT staff to ensure that camper application, mass communications, and reporting are completed in a clear and efficient manner.
 - Respond to camper and parent concerns regarding the camper application process or his/her camp experience.
 - Serve as a trusted and reassuring presence to campers and family members.
 - Manage a high volume of correspondence.
 - Complete other duties as a member of the camp administrative and program team.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent communication skills, both written and verbal
- Excellent organizational and multi-tasking skills and attention to detail
- Self-motivation and ability to work independently and collaboratively
- Professional demeanor and ability to adhere to strict confidentiality codes
- Computer fluency (experience with Microsoft Excel, Microsoft Word, and Adobe Professional)
- Data entry
- Reliable transportation and the ability to travel to hospitals within California
- Some evening and weekend hours to assist with camper check-in
- Fluency in Spanish is desirable

EDUCATION/EXPERIENCE:

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Medical experience desirable.

COMPETENCY:

To perform the job successfully, an individual should demonstrate the following competencies:

- Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.
- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills and public speaking; Participates in meetings.

- Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Understands and adheres to HIPPA regulations.
- Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Follows through on commitments.
- Customer Service: Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Interpersonal: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- Team Work: Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.
- Oral Communication: Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills and public speaking; Participates in meetings.
- Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Understands and adheres to HIPPA regulations.
- Innovation: Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- Judgment: Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Follows through on commitments.

LANGUAGE ABILITY:

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Fluency in Spanish is desirable.

MATH ABILITY:

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel, Outlook, and Powerpoint software.

CERTIFICATES AND LICENSES:

None

SUPERVISORY RESPONSIBILITIES:

Directly supervises employees. Carries out supervisory responsibilities in accordance with the organization's policies and

applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is frequently required to walk. The employee is occasionally required to stand; sit; use hands to finger, handle, or feel and talk or hear.

OUR CORE VALUES: Community, Trust, Courage, Heart, Vision, Compassion, Joy

The Painted Turtle **community** evokes positive and impactful change through a **trust** that holds us accountable to the graceful understanding represented by our **compassion**. The **courage** to stand up for our **vision** is at the **heart** of our intentional leadership; and so we are **joyful** in each and every present moment.

To apply, please send cover letter and resume to:

April Tani, Director of Camp Program and Initiatives

Email: staff@thepaintedturtle.org

Fax: 310.451.1357

Attn: April Tani

Mail: The Painted Turtle

Attn: April Tani

1300 4th Street, Suite 300

Santa Monica, CA 90401

Electronic submissions preferred. EOE.

Preferred start date as soon as possible. Applications will be reviewed on an ongoing basis. Interested applicants are encouraged to apply as soon as possible.

About The Painted Turtle:

The Painted Turtle is a year round camp program for children who have chronic and life-threatening illnesses. It is located in Northern Los Angeles County and was founded by Paul Newman and Page Adler in 1999 as the 6th SeriousFun Children's Network camp in the world. The Painted Turtle nearly 3,000 campers and family members through on-site programs. The program serves nearly 800 children in 8 summer camp sessions. The Painted Turtle also offers year round programs for campers and their families during Family Weekend programs and day events in the Fall and Spring. In 2018 we will host 9 such programs. In addition, The Painted Turtle Outpost, an in-hospital program, transports the camp experience to hospitals and medical community events throughout California. Over 3,000 children experienced the magic of camp through the Outpost in 2017.

For more information on The Painted Turtle, please visit our website at www.thepaintedturtle.org.