



## ROLE DESCRIPTION

<b>Job Title:</b>	Camp & Program Support Team
<b>Reports to:</b>	Camp Directors and/or Designees
<b>Revised:</b>	May 9, 2023; October 30, 2023

**Role Summary:** The Camp & Program Support Team fulfills specific key duties within camp operations and/or program activities. They are vital to the success of these areas. Their efforts result in ensuring a safe environment and/or providing physical or logistical support required for smooth operations. They may serve as Utility Crew members, Lifeguards, Camp Office Assistants, Airport Transportation Chaperones, Cirque Assistants, Move Team members, or Skill Assistants or they may be employed in a combination of these roles. Their supervision & responsibilities will be dependent upon the specific job or combination of jobs they do within the team. Overall supervision will be by the Administrative or Camp Directors while direct supervision will be provided by the Special Projects Coordinator and/or the appropriate Central or Program Staff team member. As they carry out their duties, Camp & Program Support team members are to exemplify what it means to be a Christ-follower.

### **Essential Accountabilities:**

#### **1. Fulfills the duties and responsibilities of a responsible Hollymont team member.**

##### ***Performance Criteria:***

- A. Reports in and out from assigned duty post promptly at expected time.
- B. Attends and participates in all mandatory staff meetings and in-service training.
- C. Works as a team player with other members of the camp staff, including those on employee's specific team and those with other roles who may need assistance.
- D. Maintains a professional appearance and demeanor, including abiding by any uniform requirements.
- E. Documents hours worked according to established process and submits time to [personnel@hollymont.com](mailto:personnel@hollymont.com) as directed by Administrative Director.
- F. Seeks clarification from supervisor(s) regarding questions, concerns, or task related needs.

#### **2. Performs duties specific to role within the Camp & Program Support Team.**

##### ***Utility Crew Performance Criteria:***

☐ **APPLICABLE**

☐ **NOT APPLICABLE**

- A. Meets minimum age requirement of 15 and possesses the physical ability to perform job duties.
- B. Reports to the Administrative Director and either the Special Projects Coordinator (set-up/break-down of camp and opening/closing days) or the Assistant Camp Director (house assignments on opening/closing days).
- C. Assists with opening and closing camp by moving Hollymont property to designated areas and assisting with set-up, break-down, and storage as needed.
- D. Assists with Opening Day and Closing Day activities.
  - a. Reports to the Camp Office to get crew shirt, Camper Housing List, and specific assignments.
  - b. Transports and sets up tables, tents, etc. at check-in/check-out stations.
  - c. Assists with placing signage in designated locations as needed.
  - d. Checks in and out with Assistant Camp Director upon arrival and before leaving camper housing assignment and for any questions related to assignment.
  - e. Assists parents & campers with transporting luggage & belongings to campers' housing/room.
  - f. When released from service at camper housing, reports to the Camp Office for direction on breaking down opening/closing day stations and returning items to storage locations.
  - g. Reports to Camp Office to check out, return crew shirt, debrief, and clarifying any scheduling or payroll questions.

***Cirque Assistant Performance Criteria:***

☐ **APPLICABLE**

☐ **NOT APPLICABLE**

- A. Meets minimum age requirement of rising 9<sup>th</sup> grader with Cirque experience preferably at Rabun Gap Nacoochee School.
- B. Assists with the set up and tear-down of the circus equipment for Skill session training and performances.
- C. Supports the lead instructor in preparing and delivering circus arts Skill classes.
- D. Provides guidance and feedback to campers during their training sessions.
- E. Ensures the safety of all campers during aerials and acrobatics training.
- F. Collaborates with other camp staff to organize and execute end-of-camp performances for campers.
- G. Assists in maintaining and organizing the circus equipment.

***Skills Assistant Performance Criteria:***

☐ **APPLICABLE**

☐ **NOT APPLICABLE**

- A. Meets minimum age requirement of 16 and must have prior approval of the Camp Directors to apply if under 18 years of age..
- B. Assists with the set-up of the skill equipment and supplies.
- C. Supports the lead instructor in preparing and delivering skill classes.
- D. Provides guidance and feedback to campers during their sessions.
- E. Ensures the safety of all campers during class.
- F. Collaborates with other camp staff to organize and execute end-of-camp skills event.
- G. Assists in maintaining, organizing, and storing skill equipment.
- H. Performs other duties as requested.

***Lifeguard Performance Criteria:***

☐ **APPLICABLE**

☐ **NOT APPLICABLE**

- A. Meets minimum age requirement of 15.
- B. Reports to and is supervised by the Waterfront Coordinator and the Camp Director.
- C. Meets qualification guidelines to successfully perform the essential functions of Lifeguard and Waterfront Lifeguard. Qualifications reflect that of the American Red Cross.
- D. Ensures certification(s) is valid for period of employment.
- E. Maintains constant surveillance through regular visual scanning of assigned area of responsibility.
- F. Monitors pool and waterfront activities, provides instructions, and prevents accidents by minimizing or eliminating hazardous situations or behaviors, enforcing Camp Hollymont and Rabun Gap School pool/waterfront rules and regulations, and educating campers and staff as needed.
- G. Recognizes and immediately and appropriately responds to emergencies occurring on or around assigned duty posts. This includes but is not limited to performing lifeguarding skills and seeking assistance from other lifeguards, Camp Nurses, or other Camp Hollymont personnel.
- H. Assists with conducting camper swim tests required for all campers and swim assistance for those who participate in the swimming skill.
- I. Communicates pertinent information regarding pool or lake use, safety issues, and/or camper concerns to fellow lifeguards and Waterfront Coordinator or Camp Directors as appropriate.
- J. At the direction of the Waterfront Coordinator, Camp Director or their designees, inspects pool facilities, equipment, and water to ensure that they are safe and usable.
- K. Properly stores pool and lake equipment and ensures reasonable cleanliness and aesthetic appearance of pool facilities and lakefront.

***Camp Office Assistant Performance Criteria:***

☐ **APPLICABLE**

☐ **NOT APPLICABLE**

- A. Meets minimum age requirement of 18 or possesses camp operations knowledge sufficient to perform job duties.
- B. Reports to and is supervised by the Camp Administrator and/or her designee for direction and assignment.
- C. Performs clerical duties, communication requests, errands, support, and other tasks to ensure the administrative and programming needs of camp and camp staff are met.

- D. Assists with set-up, execution, and break-down of opening and closing days to include according to assigned duty station:
  - a. Helping prepare camper check-in/check-out packets.
  - b. Helping set up/take down stations.
  - c. Providing a warm welcome to campers and parents creating a great first/last impression.
  - d. Ensuring all requirements are met, documents are received and valid, and items are accepted or returned to allow check-in/parent departure or check-out/camper departure to proceed.
  - e. Providing directions and instructions to camper families for next steps.
  - f. Performs other duties as requested by camp directors.

***Airport Transportation Chaperone Performance Criteria:*** ☐ **APPLICABLE** ☐ **NOT APPLICABLE**

- A. Meets criteria and age requirements to perform job duties. Chaperone #1 Driver – minimum age of 21 with clean driving record and ability to drive rental and/or Hollymont owned vehicles. Chaperone #2 minimum age of 18 with airport travel experience.
- B. Reports to and is supervised by the Camp Administrator and/or her designee.
- C. Coordinates and communicates with the Special Projects Coordinator (SPC) and/or the Trips & Transportation (T&T) team member to determine scheduling and to verify camper name(s), specific instructions, arrival/departure times and locations, and contact information to ensure smooth transitions and delivery.
- D. Ensures primary duty of facilitating the camper’s safety and secondary duty of providing transportation to and from camp as a positive experience as much as is within one’s control is met.
  - a. Responds to timeline appropriately to ensure successful transport, hand-off, or pick-up.
  - b. Verifies departing camper, camper paperwork, and belongings are prepared appropriately for flight & luggage check-in, to meet carry-on guidelines, and to proceed through the security checkpoint.
  - c. Seeks to establish rapport with camper to ease anxiety and create a good first/lasting impression.
  - d. Acts on camper’s behalf to ensure requirements for check-in/check-out are met at camp and at the airport.
  - e. Ensures camper has access to food and restroom as needed and time allows.
  - f. Transports luggage and belongings to designated locations.
  - g. Utilizes critical thinking and problem-solving skills to respond to challenges or unanticipated circumstances.
- E. Upon arrival at airport:
  - a. Deposits luggage and camper with chaperone at appropriate terminal departure gate and/or parks vehicle in appropriate parking lot.
  - b. Verifies flight schedule.
  - c. Checks-in departing camper and/or obtains Camp Chaperone identification badge from counter agent.
  - d. Completes Unaccompanied Minor documentation as required.
  - e. Accompanies camper through security to Departure Gate or proceeds to Arrival Gate to meet camper.
  - f. Waits with departing camper at gate, hands-off camper to airline agent if flying as an Unaccompanied Minor and stays at gate until assured that flight has taken off.
  - g. Waits at arriving camper’s gate to meet camper and accept hand-off of Unaccompanied Minor from airline representative. Escorts camper to Baggage Claim and retrieves luggage.
- F. Consults and communicates with Camp Directors, Special Projects Coordinator, or Trips & Transportation team member for any issues or concerns that arise.
- G. Picks up and returns rental vehicles from designated vendors according to rental contract requirements.
- H. Ensures Trip Safety Bag is in all vehicles during camper transportation (stored in Camp Office.)

***Move Team Performance Criteria:***

☐ **APPLICABLE**

☐ **NOT APPLICABLE**

- A. Meets minimum age requirement of 15 and possesses the physical ability to perform job duties. Driver minimum age is 21 with a clean driving record.
- B. Reports to and is supervised by the Administrative Director and Special Projects Coordinator.
- C. Picks-up, drives, and returns rental U-Haul and camp vehicles if qualified to do so.
- D. Assists with packing and loading supplies, furniture, etc. into the U-Haul to move the Camp Winter Office in North Carolina to the Rabun Gap Summer location at the beginning of camp and visa versa at the end of camp.
- E. Assists with unloading U-Haul and unpacking/set-up of items as directed.
- F. Assists with transporting Hollymont property to and from the storage container located on Rabun Gap property.
- G. Attends to safety protocols for safe lifting and movement, operating vehicles on campus, riding in the back of vehicles, and hydration.

**3. Promotes and abides by Hollymont behavioral and performance standards.**

***Performance Criteria:***

- A. Models the behavior of a Christ-follower showing evidence of the Fruits of the Spirit which are love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control.
- B. Presents self and Camp Hollymont in such a way as to create a favorable first and lasting impression upon campers and their parents, showing hospitality, competence, and trustworthiness for the welfare of their child and their child's experience.
- C. Mentors campers in obtaining or deepening relationship with Jesus Christ as Savior and Lord.
- D. Abides by the standards set forth in the Camp Hollymont for Girls Employee Manual and Statement of Faith.

**Qualifications, Skills, Knowledge, Abilities**

- Must meet the minimum age requirement.
- **Must obtain and submit a Worker's Permit if under 16 years of age.**
- Must demonstrate the maturity and skill level necessary to meet the requirements of the job.
- Must exhibit an ability and willingness to meet staff qualifications and workplace rules listed in the Employee Manual.
- Due to the vital role Camp & Program Support staff play in the staffing structure for camp operations, preference in hiring will be given to applicants who can commit for the full summer schedule. Schedule accommodations for specific time off during the summer must be requested and approved a minimum of three weeks prior to requested time off.

**Working Conditions:** Campus terrain is mixed – hills, level ground, uneven surfaces, and steps. Will work both indoors and outside. Lifting, pushing, pulling, standing, walking, bending, and stooping required.

**OSHA Category:** No potential for exposure to blood or body fluids.

**The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of staff classified in this role. Additional information pertaining to employment in this role will be clarified in the attached Addendum A.**

**Employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## ADDENDUM A

### **LODGING**

Lodging may be offered to employees age 18 or older on a case-by-case basis dependent upon the role and responsibilities of the employee and the availability of housing.

### **DAILY SCHEDULE**

The typical camp day starts with breakfast and ends when night activities have ended, and campers are settled in their houses for the night.

This camp schedule is tentative and subject to change prior to the start of the summer. Schedule will be altered for Thursdays, Saturdays, Sundays, Opening and Closing Days.

8:30 - 9:00	Breakfast
9:05 - 9:20	Morning Watch
9:30 - 9:50	Cluster Clean-up
10:00 - 10:45	1 <sup>st</sup> Skill
10:55 - 11:40	2 <sup>nd</sup> Skill
11:50 - 12:30	Lunch
12:40 - 1:20	3 <sup>rd</sup> Skill
1:30 - 2:10	4 <sup>th</sup> Skill
2:20 - 3:20	Mail & Rest Hour
3:20 - 3:40	Canteen
3:50 - 4:35	5 <sup>th</sup> Skill
4:45 - 5:30	6 <sup>th</sup> Skill
5:40 - 6:15	Dinner
6:45 – 8:00	Night Activity
8:00 - 10:00	Showers & Cluster Devotions
9:00	Bedtime for Hummingbirds
9:15	Bedtime for Cardinals
9:45	Bedtime for Blue Jays
10:00	Bedtime for Eagles

Revised October 2023

## **DATES AND COMPENSATION**

Camp & Program Support team members' schedules will be dependent upon the requirements of their specific roles and need for services. Dates listed below are meant as an indication of likely need. Teams listed as needed for dates are not all inclusive and are subject to verification and change.

### **SPECIFIC CAMP DATES & POTENTIALLY IMPACTED ROLES:**

Winter Office Packing Day – May 27 – *Move Team*

Move to Rabun Gap – May 28 – *Move Team*

Unpack/Set-up Camp – May 28 – June 1 – *Move Team, Utility Crew, Camp Office Assistant*

Counselor/Staff Orientation Week – June 2 – 8 – *Lifeguards, Camp Office Assistant, Cirque Assistants – tba, Utility Crew - tba*

#### **A Session – June 9 – June 21**

Opening Day – June 9 - *Utility Crew, Camp Office Assistant, Lifeguards, Airport Transportation – tba*

Starter Closing Day – June 15 - *Utility Crew, Camp Office Assistant, Airport Transportation - tba*

Classic/CIT Closing Day – June 21 - *Utility Crew, Camp Office Assistant, Airport Transportation - tba*

#### **B Session – June 23 – July 5**

Opening Day – June 23 - *Utility Crew, Camp Office Assistant, Lifeguards, Airport Transportation – tba*

Mother Daughter Opening Day – June 26 - *Utility Crew, Camp Office Assistant*

Starter/Mother Daughter Closing Day – June 29 - *Utility Crew, Camp Office Assistant*

Classic Closing Day – July 5 - *Utility Crew, Camp Office Assistant, Airport Transportation – tba*

#### **C Session – July 7 – July 19**

Opening Day – July 7 - *Utility Crew, Camp Office Assistant, Lifeguards, Airport Transportation – tba*

Starter Closing Day – July 13 - *Utility Crew, Camp Office Assistant, Airport Transportation - tba*

Classic Closing Day – July 19 - *Utility Crew, Camp Office Assistant, Airport Transportation – tba*

Waterfront/Lake Activities – Sundays and Thursdays (subject to change.) – *Lifeguard*

Skills: Monday – Friday – *Cirque Assistant, Lifeguard, Skills Assistant*

Pack/Close-down Camp– July 17-19 - *Move Team, Camp Office Assistant, Utility Crew*

Move to Winter Office – July 19 night - *Move Team*

Unload @ Winter Office – July 20 - *Move Team*

**COMPENSATION:**

Salaries are based on the assumption that each staff member meets the technical, physical and moral requirements set forth in the role description and employee manual while upholding the high standards of biblically based Christian Service.

**SALARY:** No housing provided: Hourly dependent on role and experience.

Housing provided: TBD

Hollymont is an equal opportunity employer. Some positions are validated for specific physical or emotional abilities, gender, and/or religious traditions.