

CAMP CARL

Volunteer Coordinator

PART TIME • RAVENNA, OHIO

This position is critical to the ministry of Camp Carl and contributes directly to our Purpose of The Great Commission and The Great Commandment and our Mission of being a Christ-Centered, Relationally Focused, and Incredibly Fun Christian Camp!

The Volunteer Coordinator supports the ministry's Purpose and Mission of Camp Carl by assisting in the coordination of recruiting, onboarding, and caring for the volunteer team. This position serves as a key point of communication for volunteers, leads the Care Team, manages background checks, maintains records, and helps maintain a strong volunteer relationship with year-round staff in a manner that reflects the purpose, mission, vision, strategy, and values of Camp Carl. This person will report directly to the Director of Volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- *Volunteer Coordination & Communication*
 - *Serves as the secondary contact for all camp volunteers during both summer and retreat season.*
 - *Regularly communicates with volunteers to provide updates, encouragement, training, and resources.*
 - *Assist in coordinating schedules, assignments, and roles for volunteers throughout the year.*
 - *Foster and maintain meaningful relationships with volunteers throughout the year.*
- *Care Team Coordination*
 - *Recruit volunteer Care Team members, a group of volunteers dedicated to discipling and encouraging summer staff.*
 - *Scheduling Care Team meetings through the organization of both summer staff and volunteers' schedules.*
 - *Ensure the spiritual and emotional well-being of summer staff through coordinated support.*
- *Onboarding & Compliance*
 - *Assist in overseeing the onboarding process for all volunteers, including interviews, conducting and tracking background checks.*
 - *Assist in ensuring that all necessary forms, training, and safety protocols are complete in compliance with camp policies and legal requirements.*
- *Summer Operations Support*
 - *Assist with Sunday camper check-in during the summer season, providing a welcoming and organized experience for campers and families.*
 - *Work alongside year-round staff to ensure smooth execution of arrival procedures.*
- *Data Management*
 - *Maintain up-to-date volunteer records using camp databases and systems.*
 - *Track volunteer feedback for ongoing improvement.*
 - *Assist with data collection related to spiritual growth, volunteer engagement, and summer impact.*

- Other work on projects as needed in various aspects of volunteer coordination.

OTHER DUTIES AND RESPONSIBILITIES

- *Administrative & Coordination Tasks*
 - *Maintaining a positive, empathetic, and professional attitude toward Camp Carl customers at all times.*
 - *Responding promptly to volunteer inquiries.*
 - *Communicating with volunteers through various channels (face-to-face, phone, email, and social media).*
 - *Acknowledging and resolving volunteers' complaints.*
 - *Know camp and camp software inside and out so that you can answer questions.*
 - *Keeping records of volunteer interactions, transactions, comments, and complaints.*
 - *Communicating and coordinating with colleagues as necessary.*
 - *Providing feedback on the efficiency of the volunteer service process.*
 - *Ensure volunteer satisfaction and provide professional customer support.*
 - *Assist Customer Service Manager in the preparation and execution of Summer Camp check-in.*
- *Performs all other duties as assigned by the Director of Volunteers.*

QUALIFICATIONS:

EDUCATION

- High School Diploma.

EXPERIENCE

- 1-3 years of related experience in camp ministry and/or administration or volunteer coordination.

KNOWLEDGE, SKILLS & ABILITIES

- *Ability to communicate the vision of Camp Carl to both internal and external customers.*
- *Possesses personal spiritual discipline that models a proactive approach toward personal, spiritual, emotional, physical, and relational health.*
- *Spiritual and emotional maturity, determined during interview and reference checks.*
- *Strong moral character and desire to work in a faith-based organization.*
- *Ability to relate positively, influentially, and sensitively to a broad spectrum of persons in a variety of multi-tiered relationships and settings including, but not limited to, guests (youth and parents), pastors, and staff of various Christian churches and organizations of all sizes, cultural identities, and worship styles, co-workers, peers, and board members.*
- *Ability to exercise independent thinking and initiative.*
- *Ability to investigate and analyze information and draw conclusions.*
- *Ability to prepare moderately complex reports.*
- *Ability to maintain confidentiality.*
- *Demonstrates the ability to perform high-quality, detailed work and a willingness to always make things better.*

- Ability to speak, read, and write proficiently in English. Ability to speak clearly and make oneself understood in face-to-face interactions; to articulate with accuracy on the telephone and through email. Excellent listening skills.
- Excellent professional written communication skills.
- Excellent organizational skills and the ability to multitask and manage a variety of tasks.
- Proficient working knowledge and ability to use various office software, including, but not limited to, Microsoft Word, Excel, and Outlook. Basic internet and social media skills.

WORK ENVIRONMENT

- Works indoors most of the time in a fast-paced office setting.
- Some physical activities may include housekeeping, cooking, and kitchen clean-up.

PHYSICAL DEMANDS

- Some physical effort required on a routine basis; the ability to use up to 20 pounds of force regularly and 50 pounds of force occasionally.
- Ability to grasp, push, pull, carry, or otherwise manipulate objects; ability to perform tasks requiring action of muscles or groups of muscles and foot and/or hand-eye coordination.
- Requires some physical agility, including but not limited to bending for items below or reaching for items above the individual, crawling under desks, stooping, and climbing step stools or ladders.

OTHER

- Commitment to following Christ and living under biblical principles and teachings, both professionally and personally. Must be able to fully support Camp Carl's Doctrinal Statement.
- An active membership in a church whose spiritual beliefs are aligned with Camp Carl's Doctrinal Statement.
- Commitment to **Camp Carl's Purpose** of The Great Commandment and The Great Commission.
- Commitment to **Camp Carl's Mission** of Being Christ-Centered, Relationally Focused, and Incredibly Fun.
- Commitment to **Camp Carl's Vision** to relentlessly build a Christ-Centered Camp so effective for growing God's Kingdom and Equipping Jesus Followers, that churches, families, schools, and college students would line up to partner with us.
- Commitment to **Camp Carl's Strategy** to Develop Christian Young Leaders | Integrate the Gospel in All We Do | Enhance Every Camper's FUN Experience | Foster Relational Ministry | Grow Giving and Volunteers | Expand Church, School, and Ministry Partners | Build Financial Strength | Advance our Facilities to Become World Class
- Commit to **Camp Carl's Culture** of How Can I Help.
- Must demonstrate biennially a clear background check.