



Regional Program Manager

Job Description

Experience Camps is a nonprofit that transforms the lives of grieving children through summer camp programs and innovative, year-round initiatives. Through compassion, connection, and play, we allow grieving children to embody a life full of hope and possibility. By amplifying their voices, we are creating a more grief-sensitive culture.

Overview

As a Regional Program Manager (RPM), you will lead the year-round planning, execution, communication, and relationship management for two of our camp locations. This includes the management of part-time, year-round and seasonal staff for each of those programs. The RPM reports directly to the Senior Program Manager, who oversees all national camp operations and program staff. Experience Camps is seeking candidates with prior camp experience who have an entrepreneurial mindset and the ability and desire to work collaboratively with multiple stakeholders on the logistics, communications and resources needed to operate their camp programs. The ideal candidate is detail-oriented with strong project management experience and is comfortable switching gears from strategic planning to execution.

This dynamic role enables mission-driven professionals to bring initiative, a passion for camp, communication skills, and super-talents in relationship building to a position of regional ownership of our camp programs.

Job Responsibilities

The following is not intended to be an exhaustive list. Other responsibilities and duties may be assigned:

Camp Relationship & Program Management

- Build and maintain relationships with key stakeholders, including host camp partners, camp directors, volunteers, and representatives from partner programs



- Play a key role in developing processes that streamline communications & collaborations with all of the stakeholders listed above
- Create and manage processes that support integration, collaboration, and clear communication among your regional Director Teams

Volunteer Recruitment & Experience

- Work closely with the Communications and Outreach Manager to develop pathways - for both kids and volunteers - from local events to camp
- Own the regional volunteer experience from end to end, including local recruiting, interviewing, hiring, on-boarding, training and volunteer appreciation.
- Lead the regional execution of volunteer recruitment strategies by identifying target audiences, updating materials as needed, and disseminating communications
- Conduct intake interviews with volunteer applicants, identifying opportunities that match volunteer interest with organizational needs
- Advise the Volunteer Manager & Senior Program Manager on pre-camp volunteer training and at-camp volunteer orientation, and manage the execution of both to ensure all staff are prepared as required.
- Lead the execution of the Regional Advisory Council (RAC) strategies & oversee the efforts within each region, including fundraising and execution of projects related to volunteer recruitment and retention.

Program Communications

- Provide input and guidance to Communications & Outreach Manager & Volunteer Manager to define content and schedules for all staff and caregiver communication - and send all messaging pertaining to camp dates, travel, training, and required forms.
- Serve as the primary HQ contact for all caregiver, volunteer, and staff communications, ensuring a positive experience and gathering feedback for continued improvements
- Manage general customer service questions from campers, caregivers and staff about enrollment, handbooks, travel, and required forms.



Camp Operations

- Coordinate the ordering and shipping of supplies and materials for each program location.
- Manage camper and staff travel, including all scheduling, travel scholarship application process, coordination with local bus companies, and communications with chaperones, caregivers, camp directors, and staff.
- Help to manage and support the medical team, from pre-camp preparation calls to real-time problem solving during the week of camp
- Identify key areas for process improvement and make strategic recommendations to the Senior Program Manager

Expectations & Compensation

- 40-50 hours/week (standard schedule is generally Monday through Friday, 9-5/10-6 ET, depending on location) with flexible hours to account for calls and meetings in the evenings.
- Remote work is an option with quarterly travel to the Westport, CT office.
- Full on-site availability during the weeks of camp programs (August), plus some travel during the year for events and meetings (scheduled in advance).
- Annual base salary range: \$65,000 - \$75,000, commensurate with experience
- In addition to the annual base salary, Experience Camps offers a benefits package for full-time employees including employer-subsidized health, wellness, and technology benefits; a healthcare concierge service; flexible work scheduling; telecommuting; paid holidays; and PTO, bereavement, and parental leave offerings.

Your Skills & Superpowers Include

- Bachelor's degree (or professional equivalent) + 3-6 years professional experience working in a role with well-aligned proficiencies
- Deep knowledge of, and passion for, summer camp & our mission
- An excellent relationship builder; quick to connect & build rapport
- Self-motivated, strong organizational skills and demonstrated ability to juggle multiple priorities at once



- Goal-oriented and highly motivated to grow our community
- Empathetic approach to customer service and team management
- A creative problem-solver with a keen attention to detail
- A commitment to diversity and contributing to an inclusive working and learning environment
- Clear and effective communication

More About The Right Fit

- Tech-savvy, proficient in Google Suite, and able to learn new systems (including databases and email marketing platforms) quickly
- Collaborates and works optimistically with others
- Detail oriented and proficient in project management concepts and tools
- Ability to self-manage in a remote or partially remote work environment
- An orientation towards learning and development
- Generous in extending trust and willingness to adapt and try new ideas, policies, and processes
- Eager to learn and develop; willing to receive and implement feedback and learn from mistakes

Our Core Values (C.A.M.P.):

- **Come As You Are (unless you're a jerk):** Bring your unique voice and your authentic self to the table. Have an open mind and respect the value in other perspectives.
- **Always FTK:** Stay true to the mission and focus on the outcomes. Above all else, we are here For The Kids.
- **Make it Count:** Whatever you do, do it well. Inspire others through your actions. Lead with passion. Love what you do.
- **Pass the Squeeze:** Offer support when it's needed. Accept support when it's offered. Be a team player.

To apply: please submit via the following link:

<https://forms.gle/DbMF3bQ5PWTpopKSA>



- your resume (1 page max) highlighting your experience working with summer camps and other relevant skills
- a cover letter (1 page max) clearly stating your reason for applying
- both submitted in PDF format, with the following file naming convention:
 - RPMCoverLetter_LastName_FirstName
 - RPMResume_LastName_FirstName

Experience Camps is an equal opportunity employer. Our campers come from all walks of life and so do we. We are looking to hire people of a wide variety of backgrounds because it makes us stronger. If you share our values, you belong here. You can learn more about our Diversity, Equity, and Inclusion commitments [here](#).