



Operations Supervisor

Reports to: Assistant Director of Operations

Job Shift: 12+ Hour Shifts

Position Type: Full-Time
Temporary/Seasonal

Employee Status: Exempt

Level: Leadership

Job Category: Summer Programs

Job Summary:

The Operations Supervisor is a member of the leadership team and manages the summer operations staff members; two camp registrars, camp health manager, and facilities assistant. The Operations Supervisor spearheads camp registration, with the primary goal of registering 700-800 youth each summer. The Operations supervisor also ensures that day to day camp operational needs are met, with regards to health and facility needs of both the staff and participants.

Roles & Responsibilities:

- To lead the registration team in achieving camp capacity goals and providing a smooth registration process for families.
- Facilitate successful camper check-ins and check-outs for all camp sessions
- Ensure the facility's preparedness for each session through supervision of cleaning, restocking, resupplying, and resetting the facility
- Maintain day-to-day camp operations systems throughout the summer, including, but not limited to: maintenance reporting, camper early release, camp storage systems, staff and camper necessities purchasing and distribution

- Set a culture of great follow-up with issues in registration to make solid connections with families and streamline any hurdles regarding the registration portal.
- Following all ACA and FVCA guidelines and standards with the registration process.
- Lead the team in directing the staff to keep organization of files and filing all forms at the end of each weekly session and at the official end of the summer.
- Partner with the Assistant to the Director of Operations to create a registration action plan that is effective.
- Be a liaison between parents and camp program staff.
- Ability to do moderate canvassing.
- Follow all guidelines by FVCA, including the philosophy, goals, and objectives of FVCA, as well as any secondary procedures and instructions.
- Assist with program and staff evaluation at the end of each weekly session, and at the end of the summer.
- Lead and facilitate initial and refresher training sessions with registration assistants.
- Meet 1-on-1 weekly with each operations staff to listen to them, guide them and pray for them.
- Lead end of week debriefing meetings with support staff to provide instructions and information regarding key areas including: cleaning activities, weekend plans and return-to-campus process.

Requirements/Qualifications:

- Have a life that exemplifies a relationship with Jesus Christ which also impacts the lives of others.
- Must be authorized to work in the U.S.

- Must be able to pass a state and federal background check.
- Experience as a former FVCA operations camp staff member is preferred for this role.
- Must have regular church attendance and a pastor/church leader reference.
- Supervisory experience is preferred but not required.
- Experience working with children from low income communities.
- Must be able to adapt and relate, cross-culturally and embrace diversity.
- Experience with computer software or registration programs is a plus.
- Must be flexible to adjust to different hours required to satisfy contact goals with families.
- Must have great organizational skills and communicate well with others.
- This position requires temporary relocation to St. Charles, Illinois (55 minutes west of Chicago) to live on our campus for 11 weeks from May -August.