



## Senior Staff

Senior Staff, along with the Coordinators, form the Leadership Team for Red Pine Camp. Senior Staff report directly to the Camp Coordinators, overseeing the delivery of camp programs and operations and taking responsibility for the day to day leadership and management of the Junior Staff.

2021 will be a unique summer in that it will be very important for all staff and departments to work together to ensure essential levels of cleanliness and safety are upheld AND that, in the case of staff illness, important roles within camp are shared and covered.

### Expectations

1. Embrace, uphold and promote Red Pine Camp's Mission, Vision and Values
2. Work collaboratively with the other members of the Senior Staff team
3. Show dedication to quality, teamwork, and customer service
4. Show respect for staff, campers, and the environment
5. Adhere to the Senior Staff guidelines and personal code of conduct
6. Act as a role model for the Junior Staff and campers
7. Be familiar with camp policies and endorse them to staff and campers
8. Participate in camp life

### Key Responsibilities

1. Be a role model for all staff and campers; embracing, upholding, and promoting RPC Mission, Vision and Values and adhering to the Code of Conduct.
2. Liaise with the ECD, Camp Coordinators and designated committee member prior to camp season to become familiar with the senior role and prepare the department for camp opening.
3. Participate in pre-camp activities including planning staff training, updating department programs & processes, setting up equipment & facilities, and other department duties
4. During camp, work with Coordinators to train, supervise, schedule, and evaluate the Junior Staff
5. Train, supervise and evaluate the leaders-in-training
6. Provide support and assistance in other departments when needed
7. Promote and uphold ALL Junior Staff rules of conduct
8. Participate in scheduled Senior Staff duties (evening camp "Lock-Up", bunk checks etc.)
9. Practice Price of Place always - Ensure your department, cabin and ALL camp facilities are kept clean and in good working order.
10. Prepare an end of season report (due the Tuesday BEFORE Labour Day weekend)
11. Recommend changes and additions to departmental process and manuals
12. Embrace the fluid nature of Senior Staff responsibilities at Red Pine, understanding that it will be necessary to take the time to perform the responsibilities of your job.
13. Perform any other operational duties as assigned by the Camp Coordinators.



## Office Senior

### Job Purpose

In addition to the general Senior Staff roles, the Senior Staff in the office supports the processes of the camp office, the Business Manager and the other summer staff through organizational and clerical support tasks.

### Key Responsibilities

The Role begins in early May working closely with the Business Manager in the Ottawa office. The Office Senior assists with camp business administration and camper customer service which includes organizing files, processing camper payments, communicating with campers regarding bookings and other camp topics, tracking statistics, assisting with inventory and staff clothing orders, scheduling and more.

This role also supports the Tuck Shop department and, with the Tuck Senior, is responsible for ensuring proper cash and inventory management of the Tuck Shop.

A general outline of duties are as follows:

### Before camp season

1. Assist with camper registrations and deposit collection in the Ottawa office
2. Log and manage Junior Staff and Volunteer clothing order
3. Compile training material for Junior Staff for each department
4. Track and submit the camp badge order

### During camp season

5. Provide front line quality customer service in the office
6. Assist in keeping accurate records within the registration system
7. Ensure that the office workspace and customer interaction spaces are kept sanitized and physical distancing practices are maintained in the office by campers and staff
8. Accurately track visitors in camp, and collect contact tracing information
9. Promptly and professionally respond to camper requests
10. Perform administrative duties for other summer staff (e.g. file paperwork, produce reports, manage Senior Staff USB file backups and assist senior staff with photocopying)
11. Accurately track, and account for funds received in the office
12. Manage record of Tuck Shop inventory and assist with Tuck Shop order levels
13. Provide support, work shifts, supervise Junior Staff and assist the Tuck Shop Senior with evaluations in the Tuck Shop department
14. Perform other office duties assigned by the Business Manager and Summer Coordinators