



Operations Director

Overview

We aspire to advance the cause of both people and planet along the path to sustainability. Are you mission driven? Do you value leadership and self-growth, then we are the company for you! This position is responsible for the success of our multi-division company including WB Surf Camp, Sea Turtle Camp, Carolina Surf School, and Cape Fear Paddleboarding.

We have a 20+ year history of facilitating high quality camps for kids, teens, and adults all over the world, with curriculum focused on surf instruction and marine science education. We are seeking a multi-talented, service- and growth-orientated leader with a strong entrepreneurial mind-set who has the drive to grow our company's industry-leader position through program innovation, improved efficiencies, and strong leadership. This candidate must have a strong desire to provide a safe, fun, and enriching summer camp experience for staff and campers in an overnight camp setting.

The Operations Director leads up to 10 year-round admin staff and 75+ seasonal staff and will live on-site from June - August. They will be responsible for year-round operations and the daily running of our residential camp programs from May - August. Ideal candidates have overnight camp, business, and several years of management experience. We are located in the beautiful coastal city of Wilmington, NC.

Skills & Traits

Minimum Qualifications

- ❖ Bachelor's degree
- ❖ 5+ years' experience managing a large-scale overnight summer camp
- ❖ Experience building revenue streams through new program development
- ❖ Proven ability to effectively hire, manage, lead, and organize staff
- ❖ Excellent written and oral skills
- ❖ Technologically savvy
- ❖ Experience managing multiple teams, their schedules, and their budgets
- ❖ Ability to remain focused in a fast paced, stressful, and fluid camp atmosphere
- ❖ Excellent critical thinking and problem-solving skills
- ❖ Strong communication, decision-making, logistical, and organizational skills
- ❖ No conflicting summer commitments including travel, work, or other leave of absence
- ❖ Proven ability to effectively manage staff
- ❖ Surfing experience is NOT required
- ❖ Must be in excellent physical condition
- ❖ Ability to lift 50 pounds unassisted
- ❖ Able to pass a government background check
- ❖ Clean driving record

Desired Skills

- ❖ Director Certification by the American Camp Association
- ❖ MBA or master's degree
- ❖ Business and financial acumen
- ❖ Ability to lead and manage a team of 10+ year-round staff and 75+ seasonal staff
- ❖ Excellent customer service skills with the ability to talk to parents and campers
- ❖ Ability to remain focused in a fast paced, stressful, and noisy environment
- ❖ Excellent critical thinking skills
- ❖ High attention to detail and strong organizational skills

- ❖ Well-spoken with a professional demeanor
- ❖ Ability to build teamwork, excitement, and positive energy in others
- ❖ Confidence in personal negotiation skills
- ❖ Team player with a positive attitude

Principal Year-Round Responsibilities

- ❖ Hire, train, and manage all staff
- ❖ Manage and lead all divisions of the company in support of its vision and mission
- ❖ Lead team in bringing new ideas from concept to reality
- ❖ Provide guidance and support to key staff in the development, planning, selling, marketing, and facilitation of the company's broad spectrum of programs
- ❖ Supervise and assist in the development and implementation of new curriculum
- ❖ Create and oversee a comprehensive growth/sales plan
- ❖ Analyze day to day functions and how processes can be streamlined and improved
- ❖ Perform personnel management functions including the recruiting and hiring of new staff, and ensuring company policies and procedures are followed
- ❖ Approve major expenditures for camps, office supplies, and other purchases, ensuring they are fully negotiated
- ❖ Financial spreadsheet planning including cost analysis and management of efficiencies
- ❖ Maintain relations with staff during off season to improve employee retention
- ❖ Foster relationships with special groups and valued clients
- ❖ Maintain office equipment; coordinate IT support as needed
- ❖ Ability to be on call (24 hours) when overnight camps are in session.

Principal Summer Responsibilities

Activities primarily take place in North Topsail Beach at our ocean view Campus Facility.

This position requires that individuals maintain a strong skill set in the following areas: organization, punctuality, problem solving, as well as have a solid attention to detail. These skills are crucial for you to provide the best possible experience for staff and campers. Programs do require work on weekends and holidays, though there is some time off between camps and/or during the week.

The following skills are crucial: goal setting, prioritization, strategy development, adherence to policies and procedures, and time management. It is of utmost importance to be pro-active and forward thinking.

Staff responsibilities are listed below, but may not be limited to this list:

- ❖ Maintain the highest level of risk management, responsibility, and sound judgment
- ❖ Provide consistent support to staff, by handling tasks and duties, delegating duties, and focusing on campers' safety and schedule
- ❖ Prepare and implement seasonal staff training
- ❖ Create meal schedules and cleaning schedules for all units residing at camp
- ❖ Supervise and manage the seasonal on-site support staff and kitchen staff
- ❖ Perform all pre-session tasks, including but not limited to arriving at the camp location prior to the start date, preparing for camper arrival, delegating responsibilities, and ensuring all supplies are prepared and accessible
- ❖ Facilitate camper check-in and check-out; coordinating picking up campers from the airport on the first day and on the last day
- ❖ Organize and help prep facilities at the end of each camp session
- ❖ Delegate all post-session tasks; including but not limited to completing binder checklist, clean-up, program and staff evaluations, and inventory of supplies
- ❖ Conduct weekly admin team meetings to review any camper/staff issues, logistics, and schedule
- ❖ Make quick decisions throughout the day based on weather and wave conditions
- ❖ Practice open communication with your teams; address any issues immediately

- ❖ Mentor staff and provide feedback and corrective action when necessary
- ❖ Ensure that budgets are met and cost efficiencies are improved
- ❖ Organize, develop, and implement program curriculum
- ❖ Prepare and lead hands-on, educational, teambuilding activities for staff
- ❖ Supervise and actively participate in camp activities
- ❖ Stand in for staff members as needed
- ❖ Put camper needs before own; get to know each camper, make them feel welcome and accepted
- ❖ Provide proper behavior management of campers; handle camper discipline issues and emergency situations that may arise
- ❖ Serve as a positive role model, display maturity, responsibility, flexibility, and sound judgment
- ❖ Oversee participants safety, medication administration, and dietary preferences
- ❖ Communicate with parents as needed during the camp session; answer questions and calmly address any issues that may arise
- ❖ Respond to company 24/7 emergency phone line, delegating coverage when off
- ❖ Follow proper Emergency Procedures when necessary
- ❖ Clearly understand company goals, high safety standards, and mission; continuously work to professionally promote the organization's mission and achieve its goals
- ❖ Be knowledgeable of Surf Camp, Inc. as a company, as well as our diversity of programs

Compensation

The annual salary for this position is commensurate with the candidate's educational background and work experience. The additional benefits for this position are stated below.

- ❖ \$225 per month towards health insurance
- ❖ Paid Time Off (PTO) –Accrual rate per month is 6.67 hours; equating to 80 hours annual PTO accrual.
- ❖ Paid holidays: Labor Day, Thanksgiving and the following Friday, Christmas Eve, Christmas Day, and New Years Day.
- ❖ Complimentary surf and SUP board instruction/rentals.
- ❖ Discounts on gear and apparel.
- ❖ Flex time to take advantage of good surf or whatever you love to do!
- ❖ End of year monetary bonuses

About Surf Camp Inc

Surf Camp Inc. is a leader in the growing world of learn-to-surf adventure camps. Our brand symbolizes a long-standing commitment to technical instruction expertise and ocean safety awareness which is evident in our three main core values: "Safety, Fun and Learning." We develop and conduct a diversified mix of summer camps for kids and teens, as well as adult travel adventure programs.

"Our mission is to cultivate a love and respect for the ocean by building confidence, developing character and inspiring stoke through safety, fun and learning."