



POSITION DESCRIPTION

POSITION TITLE: Camp Trivera Manager
OPERATING UNIT: Programs **CLASSIFICATION:** Full Time/Exempt/Safety Sensitive
REPORTS TO: Director of Programs and Director of Resource Development

POSITION SUMMARY

This position is responsible for management and growing revenue offerings at our Urban STEM Camp in the heart of Oklahoma City—Camp Trivera. This position will help with the day-to-day operations of camp to ensure program, retail and outsider user group revenue targets are met and the property is safe and well maintained, while leading a team of staff that provide excellent customer service. The Camp Trivera Manager helps nurture and grow our vibrant community of Girl Scout campers, Troop Volunteers and outside user groups by collaborating with the Director of Programs, Senior Girl Event Manager, Girl Scout Leadership Experience Specialist (GSLE) and Camp/Outdoor Specialist to offer programming that empowers and engages girls and the communities we serve. This position collaborates with multiple departments and can prioritize needs to ensure outcomes are met. This position will also work closely with the Director of Resource Development to plan the logistics, increase revenue and organize volunteers for two large fundraising events: Women’s College World Series—Park for a Purpose and Cookies & Cocktails. The Camp Trivera Manager is a creative, big-picture thinker who is also detail-oriented and capable of planning and executing large-scale events. They manage their own portfolio with established revenue goals to support WCWS, Cookies and Cocktails and the growth of revenue brought in by outside user groups and troop bookings at Camp Trivera.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Manages day-to-day operations of Camp Trivera including the coordination and support of activities for troops, overnights, special events and outside user groups.
- Highly detail-oriented, with a strong ability to identify inconsistencies, ensure accuracy, and maintain high standards across all tasks and deliverables.
- Thrives in fast-paced environments and remains productive and focused despite constant interruptions and shifting priorities.
- Meets specific revenue goals by achieving retail sales goals through the Trading Post with oversight from the Senior Manager of Product Program and Retail, assisting the Director of Resource Development in achieving outside user group revenue targets and supporting the Director of Programs in achieving Girl Scouts program revenue goals.
- Supervises Camp Trivers Customer Care Specialist and Camp Trivera Specialist. Develop staffing schedules, ensure proper training of employees and fill in schedule as needed (including nights and weekends).

- Works closely with the Senior Girl Event Manager, Part-Time Liaisons and Adventure Guides on adult training opportunities and scheduling of lifeguarding, rock wall, zip line certifications and other specialized opportunities.
- Maintains complex schedule of activities and overnight bookings, coordinating with other departments (Resource Development, Membership Support, Programs, Product Program and Customer Care) to maximize usage. Ensures proper advance communication with user groups, trains volunteers/girls, vendors on equipment, maintains proper check in and check out procedures, etc.
- Works heavily in UltraCamp for booking processes and in other software systems to build out plans for troop bookings, outside user groups and GSWESTOK programming.
- Monitors the property for safety concerns and develops proper systems, processes and procedures to ensure the highest level of safety and cleanliness for girls and user groups. Enforces appropriate safety regulations and emergency procedures. Must be able to assist adults and children in an emergency (fire, evacuation, illness, injury, etc.) with regulatory guidelines in accordance with GSWESTOK policies, GSUSA Safety Activity Checkpoints, and the American Camp Association.
- Leads team to provide proactive customer service to all user groups. Manages customer complaints and addresses issues effectively.
- Provides support for Day Camp and after school activities including field trips by working collaboratively with the Director of Programs, Camp/Outdoor Specialist, Seasonal Camp Director and Seasonal Camp Staff. This may include supporting staffing needs, delivering programs, coordinating schedules and property usage by several groups at one time and engaging/recruiting volunteers.
- Manages all sales activities to secure rental income with non-Girl Scout user groups including prospecting tours, developing quotes and negotiating contracts to meet budgeted income goals. Ensures deposits and final payments are made with contractual terms.
- Works closely with the Senior Operations Manager and Maintenance Specialist with basic maintenance and upkeep of facilities. Identifies any maintenance concerns and helps keep the property in excellent condition.
- Manages and oversees the volunteer committee for Cookies & Cocktails, including organizing logistics, timelines, goals and donor recognition with oversight from the Director of Resource Development.
- Leads logistics, fundraising and donor recognition for WCWS-Park for a Purpose with support from Director of Resource Development.
- Professionally and effectively represents the organization by building and enhancing current and future collaborative relationships.
- Actively participates in the development of environments that foster diversity, equity, inclusion and access through words, actions and attitude.
- Performs other duties as necessary or assigned.

REQUIRED COMPETENCIES/SKILLS

- Collaboration and Peer Relationships: Engages in an elevated level of cooperation; acts as a collaborator; Can quickly find common ground and solve problems, for the good of the council; represents his/her own interests and yet also be fair to other groups.
- Integrity and Trust: Interacts in a manner of being direct, compassionate and truthful; Presents the unvarnished truth in an appropriate and helpful manner; keeps confidence; admits mistakes;

does not misrepresent him/herself for personal gain; Easily gains and maintains the trust and support of peers and planning committees.

- Customer Focus: Displays dedication to meeting the needs, expectations and requirements of all members along with internal and external customers; Demonstrates courtesy and sensitivity; manages and resolves difficult or emotional situations with minimal noise; meets commitments; Responds promptly to needs; Solicits customer feedback to improve service.
- Planning: Accurately scopes out length and difficulty of tasks and projects; skilled at setting objectives and goals; breaks down work into the process steps and timelines; develops schedules and tasks/people assignments; Anticipates and adjusts for problems and roadblocks; measures performance against goals and evaluates results.
- Job Knowledge: Competent in required job skills and knowledge; displays understanding of how jobs relate to others; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; uses resources effectively.
- Problem Solving: Identifies problems in a timely manner; gathers and analyzes skillfully; develops alternative solutions; resolves problems in initial stages; works well in group problem solving situations.
- Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest.

SUPERVISORY DUTIES

- Supervises Camp Trivera Specialist and Trivera Customer Care Specialist with oversight from the Senior Manager of Product Program and Retail and Chief Executive Officer.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree in marketing, Strategic Communications, Business, or other related degree required and would prefer at least three (3) years of related work experience.
- Competencies include event planning, budget development, volunteer management, relationship building, marketing, customer service.

ADDITIONAL JOB REQUIREMENTS

- Clearance of background check and drug screen.
- Become a registered member of GSUSA.
- Access to reliable transportation.
- Must carry and show proof of 100/300/100 liability coverage on personal vehicle.
- Must be willing to work flexible hours including nights, weekends. Travel as required.
- Valid Oklahoma state driver's license

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS

- Computer literate with word processing and Excel skills (i.e., Microsoft Office systems); ability to navigate and use Donor Perfect databases or similar software.

SELECTIVE ABILITIES & PHYSICAL DEMANDS: *The incumbent must be able to perform the following qualifications to be offered and/or maintain employment in this position.*

- Medium (use of force to lift, carry, push, pull objects up to 40 pounds), occasional exposure to adverse environmental conditions, extended periods of time standing and walking, weekends and evenings/nights are required at a minimum of 25%.

- Must be able to speak and communicate clearly, such as in public speaking engagements.

WORK ENVIRONMENT

- The employee will work in an office environment and in close quarters with other staff and clients. The noise level in the work environment varies from moderate to loud; hectic situations can occur.
- Due to the nature of this position's need for constant collaboration and nature of program work, this person will not have the ability to work from home. They will have the opportunity to work remotely at times, but not on a consistent schedule.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

As an employee, you are a representative of Girl Scouts Western Oklahoma and people form their impressions of the council in part, based on their interaction with you. Every personal contact is with a current or potential donor to the council, thus the impression we make through community and professional contacts, and involvement in collaborations with agencies, groups or organizations is important. Fund Development and Membership Recruitment is a role assumed by all staff positions.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills and abilities.

I have read and understand the position description. I further understand and acknowledge that this current position description supersedes all former versions and shall in all instances apply.

Employee Name (Printed)

Employee Signature

Date

Mission Statement:

**Girl Scouting builds girls of courage confidence
and character who make the world a better place.**

