SFU Camps
Head Programmer – Human Resources

POSITION TITLE: SFU Camps Head Programmer – Human Resources

POSITION SUMMARY:
This position works directly with the Camps Administration team and is primarily responsible to coordinate all aspects of Human Resources. It maintains a professional office setting and assisting in the daily operations of Camps. The Head Programmer of Human Resources reports directly to the SFU Camps Manager. Head Programmers also work closely with other members of the administrative team and assist whenever needed including in areas of facilities & finance, volunteers, and camp services.

DUTIES AND RESPONSIBILITIES:
- Develops and implements a staff recruitment plan
- Plans and implements staff interviews
- Develops a standardized tool to evaluate each candidate’s application
- Evaluates and compiles the evaluations of each Applicant
- Assists with drafting staff contracts
- Schedules all staff & Reviews time-off requests
- Tracks registration and effectively schedules staff members for shifts accordingly
- Assists with the all payroll form submission
- Records and Submits staff hours
- Plans staff training for both head instructors and instructors
- Provide support with the marketing and promotions of camps
- Supervise camper sign-in, sign-out and assist with late camper procedures
- Collaborate with SFU Camps Manager, Recreation Management, and other Programmers
- Ensure management and programming team is communicated with updated deadlines, processes, etc.
- Assist with office management and supply ordering
- Proven conflict resolution skills and the ability to ensure customer satisfaction
- Provide support and mentorship towards volunteers and camps staff
- Prepare to perform duties of other Programmers and staff as required

SHARED DUTIES AND RESPONSIBILITIES:
- Staff & Volunteer Training and Supervision
- Updates the Staff and Volunteer Manuals
  - Plans and implements staff training weeks and individual training as needed
  - Directs Staff and Volunteers
  - Coordinates staff meetings
  - Resolves conflicts and assists with basic disciplinary procedures
  - Conducts formal and informal Staff evaluations
  - Trains staff to manage and mentor volunteers
  - Assists with recruiting, interviewing, training and monitoring camp volunteers
- Client Satisfaction/Problem Solving
  - Responsible for overseeing the well-being of ill and injured campers
  - Contacts and communicates with parents/guardians
  - Coordinates camper behaviour management and disciplinary procedures
  - Receives, documents, resolves customer complaints and inquiries
  - Assists with resolving conflicts between: parents, campers, staff, volunteers
- Office & Equipment
  - Maintains an orderly and professional office area
  - Order and maintain equipment & supplies
  - Photocopying, printing (staff forms etc.) and other related duties
  - Collects late slips and contacts parents/guardians
- Assists other members of the administrative team in other areas such as camp services, facilities & finance, and volunteers
QUALIFICATIONS:
• Post-Secondary Experience (preferably in Education, Recreation Management, or Business)
• Minimum 1 year of related work or volunteer experience in Recreation or Camps
• SFU Summer Camp experience is an asset
• Customer Service experience is an asset
• Outstanding organizational and communication skills
• Excellent leadership and supervisory skills
• An analytical mindset with great problem-solving abilities
• Working knowledge of Microsoft Office and program management applications
• Current Standard First Aid and CPR-C
• Criminal Record Check (free of any infractions)
• Experience working with Recreation registration systems is an asset

TERMS OF EMPLOYMENT:
• Part-time work: September 1 – March 1\(^{st}\) (Flexible 15 – 30 hours per week)
• Full-time work: March 1\(^{st}\) – September 4\(^{th}\)
  - Work hours vary, may be required to work some early mornings, evenings and weekends

COMPENSATION:
$21-26 per hour based on qualifications and relevant experience
- Additional 4% paid in lieu of benefits

APPLICATION DEADLINE: August 6\(^{th}\), 2019 at 9:00AM
Please submit a cover letter and resume to the SFU Camps Manager at camps_manager@sfu.ca.
Interview dates: August 12\(^{th}\) – August 23\(^{rd}\)

Thank you to all applicants for their interest, however only those candidates selected for an interview will be contacted.
For more information, please visit www.sfu.ca/camps.