



Campground Volunteer

Vision:

People of all ages may experience community, restoration, and physical and spiritual growth in a Christian camping and retreat environment. These ends will be achieved in a manner that justifies the resources invested. Accordingly, and in order of priority: people at camp, especially children, are introduced to Jesus and His teachings; people at camp build meaningful connections, foster existing relationships, and create new friendships; people at camp feel refreshed, rejuvenated, rested, and reconnected; and people at camp acquire leadership skills, participate in physical activities, and receive teaching to grow in their Christian journey.

Purpose:

The Campground Volunteer will support the Facilities and Site Manager in executing general operational services of Camp Harmattan with specific emphasis on campground services. This individual will be responsible for campground oversight and support, general facilities and site operations support, set-up and tear-down, and custodial services support, maintenance execution, troubleshooting, diagnostics and repairs, safety and regulatory compliance, and facilities and site team building.

Department: Facilities and Site

Core Responsibilities:

Campground Oversight and Support:

- Provide oversight and administration to nightly guest check-in, help orient guests to reserved sites, confirm site pre-payments and process payments for drop-in guests.
- Help orient guests to site facilities and amenities accessible during their stay.
- Inquire if guests need firewood upon arrival and be available to offer firewood services on demand as well as for set times for campground guests.
- Process payments for firewood on the electronic system, and safely store cash until it can be given to the Facilities and Site Manager.
- Check all washrooms in the Multiplex and portable washrooms at North Camp and West Camp to provide a spot or refresh clean, stock supplies as necessary, and troubleshoot any issues identified.
- Provide oversight for “predator smart” principles in effect at Camp Harmattan and proactively remind guests, as required.
- Provide general site security, remind guests of campground guidelines and requirements, and provide enforcement or call for enforcement, as necessary.

General Facility and Site Operations Support:

- Be present onsite and coordinate with staff and volunteers to execute guest bookings with a high standard of excellence and to connect with volunteers, camp affiliates and guests.
- Check and stock supplies and necessities in all camp facilities in use by campground guests and throughout the site.
- Provide logistical support to the Facilities and Site staff team to fulfill operational functions.
- If approved by the Facilities and Site Manager, safely operate and maintain power tools, service vehicles, and construction equipment.
- Coordinate with the Facilities and Site Manager to ensure that the custodial plan is effectively completed, and provide custodial support when necessary.

Troubleshooting, Diagnostics, and Repairs:

- Troubleshoot, diagnose, and repair or temporarily resolve basic site problems that emerge.
- Contact the Facilities and Site Manager if urgent or emergency circumstances arise that require leadership beyond the scope of the Campground Volunteer's responsibilities.
- Provide critical and timely assistance and oversight to emergency or emerging issues which may detrimentally affect the infrastructure, grounds, and assets, or potentially disrupt the operations and contractual obligations of Camp Harmattan.

Safety and Regulatory Compliance:

- Support the Facilities and Site Manager in fulfilling security initiatives and creating a safety culture at Camp Harmattan.
- Ensure that Camp Harmattan's facilities, site, assets, and operational procedures comply with all building codes, safety codes, worksafe, Occupational Health & Safety, and other relevant safety and regulatory policies and procedures.
- Assist the Facilities and Site Manager by ensuring the safe operation of equipment onsite.

Facilities and Site Department Team Building:

- Work with scheduled seasonal staff and volunteers identified within the Facilities and Site Department's portfolio to ensure sufficient and suitable coverage for all operating functions the Facilities and Site Manager has leadership oversight of.
- If there is an unexpected absence or illness, support the Facilities and Site Manager's reasonable adjustments to ensure all functions are fulfilled according to camp's policies, procedures, and other safety requirements.

Expected Competencies and Attributes:

- Must be a committed Christian with a strong personal faith and understanding of Biblical teachings that align with the Church of the Nazarene's "Statement of Belief". The Campground Volunteer must also agree to abide by the Association's policies, procedures, and expectations.
- Exceptional Team and Leadership Skills:

- A self-initiator who possesses a friendly, approachable, professional demeanour and a positive, team-oriented attitude.
- Proven leadership and communication skills.
- Ability to multi-task and appropriately prioritize simultaneous projects, files and responsibilities and adapt to changing priorities.
- Demonstrated proactive commitment to general professional standards and external regulatory requirements.
- Ability to troubleshoot and problem-solve general issues and determine what requires escalation to executive leadership.
- Strong general maintenance skills are required.
- Demonstrated experience working with support staff, volunteers, guests, and external suppliers, and an ability to build trusting and productive relationships.
- Good health, stamina, and ability to participate in physical labour.
- Ability to safely and effectively operate heavy equipment, service vehicles, and/or power tools.
- Clean background checks (both criminal and vulnerable sector checks are required).

Working Conditions, Expectations and Requirements:

- The average volunteer week for the Campground Volunteer will vary depending on the necessity for additional assistance in Facilities and Site Maintenance, with peak necessity for volunteers being June, July, August, and September.

Accountability and Reporting:

- The Campground Volunteer reports directly to the Facilities and Site Manager and, in the case of the absence of the Facilities and Site Manager, the General Operations Director.