

# The Peaks Retreat & Adventure Center

## 1336 Simmons Mill RD, Thaxton 24174

Job Title: **Summer Camp Program Manager (v12192024)**

Classification: Full-time (Seasonal: May-August 2025)

Reports to: Center Director

### Position Purpose:

The Camp Program Manager has several different job responsibilities, including assisting with facilitation and implementation of summer programs at The Peaks, and assisting the Center Director with all other programming, event, and facility needs. The Camp Program Manager is responsible for assisting in the facilitation of activities and guiding participants in their personal growth through adventure, whether that be on the ropes course, at the pool, on the archery range, or other facilitated activities. The ideal Camp Program Manager candidate would be willing to live on-site during the summer season, responsible for overnight facility security and hospitality needs reporting directly to the Center Director.

### Essential Job Functions:

This position covers a wide range of duties at The Peaks. **Applicants are not required to be qualified in all aspects of the position at hiring but should be ready to participate in on-the-job training to gain qualifications in job duties.** There will be the opportunity for staff to get certified as a ropes course facilitator, archery instructor, canoe instructor, and lifeguard.

### ***Day-to-Day Responsibilities***

1. Ensure the facility is safe and secure while groups are present on the property, reporting any issues to the Center Director.
2. Answer questions and provide services to overnight groups as needed
3. Assist with the facilitation and implementation of programs at The Peaks including camps, retreats, conferences, festivals, and special events.
4. Assist in modifying activities for guests with special needs.
5. Maintain the health and safety of all visitors and staff
6. Provide support and feedback to Peaks Adventure Program staff.
7. Ensure all services provided by The Peaks are executed to the highest level of hospitality
8. Assist the Center Director with the daily administration of The Peaks, as needed and directed, including scheduling, planning, and carrying out all special events or evening activities and programs in conjunction with the staff.
9. Assist staff in upkeep around the facility, trails, and grounds as needed; in accordance with current levels of training.

### ***Ropes Course Facilitation***

1. Maintain high standards of safety in all ropes course activities for self, staff, and participants.
  - ♦ Set up, take down and daily safety checks of all the elements on the ropes course.
  - ♦ Be alert to ropes equipment and facilities to ensure proper use, care, and maintenance is adhered to; report necessary repairs promptly to the Center Director.
2. Assist in the direction, supervision, and safety of ropes course participants.
  - ♦ Assure ropes course participants are properly supervised at all times.

- ♦ Be aware of and implement safety guidelines.
3. Participate in the implementation of ropes course activities for participants within the mission and preferred outcomes of the group.
    - ♦ Responsible for leading and assisting with the teaching and facilitation of activities.
    - ♦ Provide for the progression of activities within the framework of individual and group interests and abilities.

#### ***Canoe Instruction***

1. Maintain high standards of safety in all canoe activities for self, staff, and participants.
  - ♦ Be alert to canoe equipment to ensure proper use, care, and maintenance is adhered to; report necessary repairs promptly to camp director.
2. Assist in the direction, supervision, and safety of canoe participants.
  - ♦ Assure canoe participants are properly supervised at all times.
  - ♦ Be aware of and implement safety guidelines.

#### ***Archery Instruction***

1. Maintain high standards of safety in all archery activities for self, staff, and participants.
  - ♦ Be alert to archery equipment to ensure proper use, care, and maintenance is adhered to; report necessary repairs promptly to camp director.
2. Assist in the direction, supervision, and safety of archery participants.
  - ♦ Assure archery participants are properly supervised at all times.
  - ♦ Be aware of and implement safety guidelines.

#### ***Event Staff***

1. Assist in the preparation, production, and breakdown of special events: both private events and The Peaks events.
2. Provide feedback during the planning of special events.
3. Assist in special event production.
4. Help with customer parking, greeting, and/or tours.
5. Assist in program or curriculum facilitation, as needed.
6. Assist in event breakdown, as needed.
  - a. Putting away and organizing any equipment that is property of The Peaks.
  - b. Cleaning the facilities.
7. Bring relevant damages to the attention of the Facility Manager.

#### ***Lifeguard***

1. Supervise all pool activities including camps and special events.
  - ♦ Provide supervision during pool activities to help prevent and manage injuries.
  - ♦ Provide rescues as needed.
  - ♦ Perform first aid and CPR and other emergency management services as needed.
  - ♦ Understand and implement appropriate response to changes in water conditions or weather conditions affecting the pool.
  - ♦ Evaluate aquatics abilities of guests, including campers to ensure everyone is staying safe.
2. Assist in pool activity facilitation during camps and special events
  - ♦ Ensure campers, staff, and guests follow safety procedures while participating pool activities.
  - ♦ Act as reference for facilitation in pool activities

#### **Relationships:**

### **Center Director**

- The Camp Program Manager reports directly to Center Director.
- Center Director will set expectations and priorities for each program and event.
- Center Director will have regular check-ins, both scheduled and unscheduled, to ensure all staff are informed of upcoming programs, changes, or other information; as needed.
- Questions about programs and events can be directed to Center Director.
- Questions about facilities, organization, and equipment location can be directed to Facility and Grounds Coordinator

### Equipment Used:

*Camp Program Manager may be asked to use fire protection equipment, washers and dryers, dishwashers, specialty program equipment, s-de-by-side ATV, and Zero Turn mower after completing the proper training.*

### Qualifications & Position Expectations:

- ♦ Bachelor's degree (or within 1 year of completing)
- ♦ Must have or be able to obtain First Aid/CPR certification.
- ♦ Be able to work on-site at the Center for extended hours, and willing to live onsite for the May – August season. *(Will have 2 days/nights off each week)*
- ♦ Must be willing to get necessary certifications (lifeguard, challenge course, archery, etc.) *(funded by employer if needed)*
- ♦ Must submit health history record and examination form prior to first day of work.
- ♦ Must have reliable transportation to and from the workplace.
- ♦ Must be thorough, attentive to detail, and comfortable working independently and as part of a team.
- ♦ Ability to interact with all age levels.
- ♦ Eager to #MakeADifference.
- ♦ Be creative! Have fun!

### Knowledge, Skills, and Abilities:

- ♦ Ability to relate to youth and adults in a positive manner.
- ♦ Demonstrate knowledge and skill in designated adventure program areas. Ability to use good judgment while making independent decisions regarding all facets of the safe and effective use of the facility.
- ♦ Must be able to work independently, be self-motivated, and be skilled with the empowerment of others. Able to deal calmly with stressful situations and people.
- ♦ Experience facilitating or participating in group processing/planning discussions is highly sought as well as familiarity with group/team development.
- ♦ Ability to communicate and work with groups participating (age and skill levels) and provide necessary instruction to participants and staff. Ability to relate and work with diverse populations of participants.
- ♦ Team oriented and dedicated to the goals set forth by CustomED. Works as a valuable team member with others in facilitating and operating The Peaks activities.
- ♦ Dependability: Responds to requests in a timely manner. Is reliable when scheduled. Conducts needs assessments, develops program plans, and communicates to staff in a timely manner. Has reliable transportation to and from facilitation site. Maintains a commitment to the success of the program.

### Physical Aspects of the Job:

- ♦ Ability to observe participant behavior, assess its appropriateness, enforce appropriate safety regulations and emergency procedures, and apply appropriate management techniques.
- ♦ Visual and auditory ability to identify and respond to environmental and other hazards related to the activity.
- ♦ Physical ability to respond appropriately to situations requiring first aid. Must be able to assist participants in an emergency (fire, evacuation, illness, or injury).

Some physical requirements of The Peaks Facilitator position include prolonged standing, some bending and stooping, walking long distances, hiking, climbing, and stretching; requires eye-hand coordination and manual dexterity to manipulate outdoor equipment and camp activities; requires normal range of hearing and eyesight to record, prepare, and communicate appropriate camper activities/programs and the ability to lift up to 50 lbs; willing to stay overnight in a camp setting and work irregular hours with limited or simple equipment and facilities; daily exposure to the sun, heat, and animals including insects, snakes, and bats, among others.

**Compensation:** \$900/5 nights. Lodging provided (private room and bath).

### **To Apply:**

Submit a cover note and resume to: [PeaksJobs@CustomEd.org](mailto:PeaksJobs@CustomEd.org) with Subject Line: Summer Camp Program Manager

### **About The Peaks Retreat & Adventure Center**

The Peaks Retreat and Adventure Center facilities include a 66-acre conference and event facility located 30 minutes outside of Roanoke, Virginia. On-site, the center features 8,500 square feet of indoor event space, a 1,000 square foot caterer's kitchen, and on-site lodging for up to 80 guests. Amenities include an outdoor stage, amphitheater, hiking trails, zip-line, climbing-wall, low ropes course, swimming pool, pond, sand volleyball court, basketball court, disc golf course, and multiple large open fields.

### **About CustomED ([www.CustomED.org](http://www.CustomED.org))**

CustomED is a 501(c)(3) nonprofit organization that designs and implements extraordinary programs and experiences that solve challenges in education, training, and outreach for a variety of organizations. Our mission is to provide extraordinary educational experiences that inspire and motivate learners of all ages. We work with schools, nonprofits, businesses, government agencies, trade associations, and foundations.