



Manager – Administration & Family Experience (18 month contract)

ABOUT US

Campfire Circle has offered healing through happiness for thousands of kids and families affected by childhood cancer since 1983. It's where kids can be kids, and families can be families—engaging in camp-inspired community, in-hospital, and overnight camp programs, at no cost to them. As a privately funded organization, Campfire Circle donors make thousands of life-changing experiences possible for Campers throughout the year, all across Ontario.

THE OPPORTUNITY

Campfire Circle is currently seeking a Manager, Administration & Family Experience to join our dynamic Programs team! The Manager, Administration and Family Experience is accountable for overseeing the family experience at Campfire Circle through the registration and administrative processes of the Program Department. This role is responsible for managing family communication, the program database, and administrative systems and processes that support camper registration, recruitment, and support. Please note, this position is an 18 month contract.

The Manager, Administration & Family Experience is supported by and manages a small team of Program Administrators.

KEY ACCOUNTABILITIES

1. Planning:

- Develops and ensures implementation of annual and long-range program administration plans and budgets consistent with the strategic goals of the organization.
- Manages annual and seasonal critical path timelines for camper communications, program publications, and camper enrollments.
- Tracks camper and family program attendance, informing quarterly reporting by area, KPI tracking, and grant requests.
- Oversees and provides reports on camper recruitment, program administration, and camper transportation budgets.

2. Camper Recruitment:

- Manages relationships with other organizations and medical staff at partnership hospitals to support camper recruitment (i.e. interlink nurses, resource coordinators, etc.).
- Manages camper recruitment, including organizing outreach processes (i.e. calls, email communications), training staff to execute processes, New Family Information Sessions, and supporting families with program registration over the phone and/or in person.
- Oversees development and distribution of promotional materials (print and online) related to camper recruitment, while working closely with Marketing and Communications team.

3. Camper Registration and Support:





- Responsible for the oversight of camper family registration processes.
- Oversees communication with all camper families related to program participation.
- Responsible for designing cross-departmental workflows and communication related to camper registration processes.
- Responsible for the management and accuracy of the Program Department database, training and supporting use of database to relevant employees.
- Responsible for overseeing a smooth and accessible user experience for camper registration, built with a diversity, equity and inclusion lens.
- Responsible for managing the department's tracking of camper family registration and program participation statistics.
- Oversees Program Department's administrative systems including but not limited to data management, camper and volunteer administration and paperwork.
- Oversee camper transportation, sourcing and evaluating vendors for transportation needs, managing bookings, contracts and budgets.
- Attend programs occasionally, including but not limited to Bus Departures, Overnight Camp, and Family Programs.
- Other administrative duties as required.

4. People Management:

- Provide oversight and direction to staff in accordance with the department's strategic planning and annual objectives. Develop clear and concise guidelines to identify group projects and how to track progress.
- Coach, mentor, and develop staff, including overseeing new employee onboarding and providing career development planning and training opportunities.
- Manage staff performance and development by maintaining regular check-ins, documenting and addressing achievements and areas of improvement. Lead the annual goal-setting performance review process.
- Develop and promote a healthy and safe work environment and overall wellness culture.
- Ensure staff are well trained on and effectively use organizational systems, processes and tools for their respective areas of responsibility.

ABOUT YOU

QUALIFICATIONS

Required Criteria:

- Post-secondary education in user experience design (UX) or related field, or equivalent experience.
- Excellent oral and written communication skills.
- Demonstrated ability to manage people, with at least 1 year of directly managing a team.
- Demonstrated ability to lead effective communications with various stakeholders.
- Significant customer service experience.
- Significant administrative experience and experience working being the lead administrator of a database, including providing training to others and proactively using the data to provide reports and analytics to inform decision making.



- Excellent proficiency in Microsoft Office applications.
- Clear police reference check and vulnerable sector screening.
- Current G2 or G class driver's license and the ability to be covered by camp's insurance policy.

In accordance with our mandate of creating a caring and safe environment for ill children and their families, we require attestation of childhood vaccinations, updated Police Record with Vulnerable Sector Screening, and proof of full vaccination against COVID-19 for all of our staff. We also require that all staff be currently eligible to work in Canada and for Campfire Circle.

Advantageous Criteria:

- Working knowledge of CampSite or Raiser's Edge databases.
- Experience working for a camp, recreational program or non-profit organization.
- Experience working with volunteers.

WORKING CONDITIONS

- a) This role is based at our Toronto office, with a hybrid structure requiring 2-3 days in the office per week.
- b) This position occasionally attends Overnight Camp during summer sessions.
- c) This position occasionally involves driving long distances, with overnight stays.
- d) In consideration of the population Campfire Circle serves, the incumbent is a non-smoker.

COMPENSATION & BENEFITS

This position offers a competitive annual salary range of \$64,000 - \$70,000. In addition, Campfire Circle is invested in our staff's health, wellness and career growth. As part of the total compensation package for this role, we offer a comprehensive benefits package (premiums fully paid by the organization with the exception of Long Term Disability), a wellness benefit up to \$500 annually, paid vacation time plus a paid winter shutdown period up to eight days, flexible hybrid work arrangements, and on-going professional development.

HOW TO APPLY

Please send a cover letter, resume and expected salary to careers@campfirecircle.org with the email subject reading **2023056 – Manager, Administration & Family Experience**.

Don't meet every single requirement in this posting? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. If you're excited about this role but your past experience doesn't align perfectly with every qualification or requirement we encourage you to apply anyways. You may be just the right candidate!

This posting will remain open until filled. Only applicants selected for an interview will be contacted. For more information about Campfire Circle, please visit www.campfirecircle.org - No phone calls please.

ACCESSIBILITY & DIVERSITY, EQUITY AND INCLUSION





Campfire Circle is strongly committed to diversity within its community and welcomes applications from racialized persons/persons of colour, Indigenous People of North America and the world, persons with disabilities, 2SLGBTQIA+ persons, and those who may contribute to the further diversification of ideas. We are committed to providing equitable opportunities in employment and to providing a workplace which is free from discrimination and harassment.

We are equally committed to providing an inclusive and accessible workplace. Applicants requiring accommodations to access our job postings and apply for roles with our organization are invited to reach out to our HR Team at careers@campfirecircle.org or in a manner that fits their accessibility needs, and can trust that their application will be considered equitably for our available roles. Contact information for our HR Team is located on our website at <https://campfirecircle.org/work-at-campfire-circle/>, and more information about our accessibility commitments can be found at <https://campfirecircle.org/about-campfire-circle/accessibility-at-campfire-circle/>.

Campfire Circle is grateful for Indigenous communities' stewardship of the land that we occupy—including the traditional territory of many nations including the Anishnabeg, the Chippewas, the Haudenosaunee peoples, and many other diverse First Nations, Inuit and Metis peoples. We aspire to be deserving stewards of the land, in partnership with them.

