



Toll Free 1.866.844.7873
910.256.7873
910.686.9664 fax
info@wbsurfcamp.com

7213 Ogden Business Lane
Suite 214
Wilmington, NC 28411
www.wbsurfcamp.com

VP of Operations

Overview

The VP of Operation's responsibilities are providing support to and sharing management duties with the Operations Manager as well as the preparation and coordination of our company's flagship teen overnight, specialty and travel camps. For over a decade, WB Surf Camp has continued to expand their program offerings and locations. They are seeking a candidate who is passionate about working in a summer camp environment, is extremely quality-oriented, self-driven, and has a vast array of skills and experiences to bring to this position. WB Surf Camp is located in the beautiful coastal city of Wilmington, NC. Their company culture is laid-back yet professional with a strong dedication to environmental education and conservation. This position reports directly to WB Surf Camp's Operations Manager.

Skills & Traits

1. Education & Work Experience

- ❖ Minimum of a bachelors degree in one of the following areas: Environmental Science/Marine Science/Hospitality Services/Parks & Recreation/Business Management. Masters degree is preferred.
- ❖ 3+ years working in a camp management position
- ❖ Experience with program and curriculum development
- ❖ Surfing experience preferred but not required

2. Talents

- ❖ Ability to effectively negotiate and communicate the needs of each program to camp partners to ensure that all camp needs are being met.
- ❖ Ability to manage an diverse staff from core, year round admin team to seasonal instructors and counselors.
- ❖ Excellent customer service skills with the ability to talk to parents and campers of all ages.
- ❖ Ability to remain focused in a fast paced, stressful, and noisy environment.
- ❖ Excellent critical thinking skills.
- ❖ High attention to detail and strong organizational skills.
- ❖ High level of competence in Word, Excel, and Outlook.
- ❖ Excellent written and oral skills.
- ❖ Extremely professional phone manner.
- ❖ Outgoing and well-spoken with a professional demeanor.
- ❖ Team player with a positive attitude, even when things are not going according to plan.

3. Other Requirements

- ❖ At least 27 years of age.
- ❖ Comfortable with a demanding work schedule during the summer months. The schedule for this position is Monday-Saturday from mid-June to mid-August with no scheduled vacations from May 1 - September 15.
- ❖ Must be able to work 50-60 hours per week from June – August, 50 hours per week from April – May, and approximately 40-45 hours from September – March.
- ❖ Must have your own reliable vehicle.
- ❖ Must be able to drive a 15 passenger van (with a clean driving record)
- ❖ Must be able to lift and carry items up to 45 pounds outside during the heat of the summer.
- ❖ Must have personal cell phone to be used to communicate with staff.
- ❖ Ability to be on call (24 hours) when camps are in session.
- ❖ Ability to work around dogs as our office mascot is a yellow lab named Launi.

Principal Responsibilities

During the summer months, we will have overnight surf camps running simultaneously in up to five different locations, both day and night. We have approximately 40 staff who are working as camp instructors, counselors, and lesson instructors. Overnight Camps are led by one Camp Director + staff, Travel Camps are led by three Trip Leaders, and Specialty Camps are led by two Camp Leaders. This position's primary duties are supporting the logistical needs of these programs and their corresponding instructors and assisting the Operations Manager with staff and full program management.

For the remaining nine months of the year, our year round staff is responsible for making preparations for the next season of camps, which includes logistical arrangements, updating and creating new marketing materials, and talking to prospective clients about our programs. It is also during this time that new program development takes place. Preparations are also made for several adult surf adventure trips that take place during the winter months.

The VP of Operations' responsibilities are listed below but may not be limited to this list.

- ❖ Create, plan, and budget new camp/travel adventures.
- ❖ Financial spreadsheet planning with the ability to analyze costs and manage efficiencies.
- ❖ Assist in managing both administrative and operations staff.
- ❖ Prepare for and actively participate in staff training and weekly meetings.
- ❖ Assist with the hiring of summer staff.
- ❖ Coordinate all logistics for camps, including lodging, transportation, meals, activities, and community service. This includes coordinating alternate activities in case of inclement weather.
- ❖ Maintain open line of communication with WB Surf Camp travel partners.
- ❖ Prepare itineraries for all overnight, specialty, and travel camps.
- ❖ Prepare room rosters for all overnight camps. This requires communication with housing at all camp locations.
- ❖ Complete Director's Binders for overnight, specialty, and travel camps.
- ❖ Inventory and purchase food for local overnight and specialty camps.
- ❖ Ensure equipment and supply preparation is completed prior to each camp, which includes surfboards, rashguards, t-shirts, medical supplies, etc.
- ❖ Manage all overnight and specialty camp check-ins and check-outs.
- ❖ Ensure that staffing needs are met for each camp, including intersession arrangements.
- ❖ Participate in weekly check in and check out meeting with Camp Directors.

- ❖ Ensure that all Seasonal Camp staff receive ongoing logistical support.
- ❖ Communicate with parents and participants regarding scheduling, program requirements, logistics, and any additional concerns they may have.
- ❖ Communicate with parents before, during, and after camps have ended.
- ❖ Ensure that accurate registration, attendance, and participation records are maintained.
- ❖ Phone sales to prospective clients about our programs.
- ❖ Assist with camp and lesson registrations over the phone when needed.

Compensation

The salary range for this position is \$32,000-\$38,000, based on the candidate's educational background and work experience. The additional benefits for this position are stated below.

- ❖ \$100 per month towards health insurance.
- ❖ \$250,000 life insurance policy.
- ❖ 40 hours of paid time off will be available after September 15th. After your 2nd summer season you will have 80 hours of PTO available.
- ❖ The following paid holidays will be available after your first summer season: New Years Day, Good Friday, Thanksgiving and the following Friday, Christmas Eve, and Christmas Day.
- ❖ Complimentary surf & stand up paddle board instruction.
- ❖ Discount on travel adventures, gear, and apparel.
- ❖ Flex time to take advantage of good surf!

About WB Surf Camp:

WB Surf Camp is a leader in the growing world of learn-to-surf adventure camps. Its brand symbolizes a long-standing commitment to technical instruction expertise and ocean safety awareness which is evident in their three main core values; "Safety, Learning, and Fun!" They develop and conduct a diversified mix of summer camps for kids and teens, as well as adult travel adventure programs.

The reputation of WB Surf Camp is based on over a decade of facilitating safe, educational, exciting programs that fully immerse individuals of all ages into the world of surfing, the marine environment, and environmental conservation. Their goals are to safely and professionally teach individuals how to surf, ignite an immediate love for the ocean, create a passion for life, and instill a desire to protect our environment.

As a company, and as individuals, WB Surf Camp and its staff are committed to leading a passionate, healthy, proactive, and environmentally conscious lifestyle. Their contagious, positive attitudes fuel their lives to fully enjoy everything the ocean has to offer, reduce their impact upon it, set a positive example, and share their stoke with the rest of the world.

For further information about Surf Camp, Inc., you are invited to take a look at our world at www.wbsurfcamp.com