

Support

Muskoka Woods hires over 50 Leadership and Support staff each summer. The Support Department has a variety of job opportunities that provide excellent customer service and help camp run smoothly! From Administration positions in Accounting and Guest Relations to being a Nanny for one of our full-time families, Muskoka Woods has the job for you! Please read the descriptions below to decide where you can use your skills and abilities most effectively and assist in serving our guests every day!

ASSISTANT TO THE SUMMER CAMP DIRECTOR

The overall function of this position is to assist in all administrative tasks and projects as outlined by the Summer Camp Director. Administrative tasks include coordinating the Director's schedule, meetings and other camp tasks including Emergency Procedure assignments, the Night Watch schedule, the meal system and Saturday announcements. The Assistant also greets visitors, organizes special events and works on other camp projects as outlined by the Summer Camp Director. The Assistant is also required to lead and participate in daily and weekly meetings as well as support the Summer Leadership team as required.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. The Assistant must have strong administrative skills including planning and organization, time management, be attentive to details and have strong both oral and written communication skills. We are looking for an energetic leader who has excellent interpersonal skills and is able to take initiative and work in high-stress situations. Previous administrative experience, working with youth, running programs and working at summer camps is required.

Salary range: \$250/week plus room and board

Contract Dates: May 6th to August 31st, 2019

*** Please note that the Assistant is required to work in our Scarborough office located at Warden and Steeles from Monday, May 6th to Friday, May 31st. The Assistant will then move to the Resort on Sunday, June 2nd, 2019.*

ASSISTANT TO THE MANAGING DIRECTOR OF PROGRAMS

The overall function of this position is to assist in all administrative tasks and projects as outlined by the Managing Director of Programs. Administrative tasks include coordinating the Director's schedule, meetings and other camp tasks as outlined by the Director. The Assistant is responsible to manage and organize all focus group and research activities including conducting all guest surveys, reporting data trends and communicating with the appropriate people. The Assistant is also required to lead and participate in daily and weekly meetings and support the Summer Leadership team as required.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. The Assistant must have strong administrative skills

including planning and organization, time management, be attentive to details and have strong both oral and written communication skills. We are looking for an energetic leader who has excellent interpersonal skills and are able to take initiative and work in high-stress situations. Previous administrative experience, working with youth, running programs and working at summer camps is required.

Salary range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 31st, 2019

EXCEPTIONALITY PROGRAM TEAM

The primary responsibility of the Exceptionality Program Team is to assist, support, care for and ensure the needs of our exceptionality guests are met. Muskoka Woods has a variety of different guests and our goal is to create a safe, fun and confidence-boosting environment for all. Staff are also required to attend all meetings as outlined during staff training. The following positions are available on the Exceptionality Program team:

DIRECTOR

The Director is responsible for all things related to leading Exceptionality Staff, managing outcomes of the program and serving guests. The Director is responsible for leading, training and managing Staff, solving issues, and liaising with parents and staff to ensure the needs of each guest are met.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. The Director must have strong administrative skills including planning and organization, time management, attention to detail and has both strong oral and written communication skills. We are looking for an energetic leader who has excellent interpersonal skills and are able to take initiative and work in high-stress situations. The Director must be supportive, patient, a creative problem solver, have a heart to serve others and have a love for those who need extra support. Applicants must have education and/or proven experience in the field of Exceptionalities.

Salary Range: \$300/week plus room and board

Contract Dates: May 6th to August 30th, 2019

ASSISTANT COORDINATOR

The Assistant Coordinator is responsible to assist the Director in ensuring the best outcome and experience for each guest through scheduling, problem solving, liaising with parents and staff as well as working one on one with guests as assigned.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Applicants must have skills in administration and scheduling, as well as previous experience working with children with exceptionalities. Exceptionality Program staff must be supportive, patient, creative problem solvers, have a heart to serve others and have a love for those who need extra support.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 16th to August 30th, 2019

COUNSELLOR

All Exceptionality Program Counsellors provide one-on one-support as assigned and are responsible to ensure that guests needs are met and exceeded through care, participating in activities, and assisting guests with specific needs.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. All staff must be hard workers, team players, be flexible in schedule and activity and must have the desire and experience to work with youth with special needs. Exceptionality Program staff must be supportive, patient, creative problem solvers, have a heart to serve others, and have a love for those who need extra support.

Salary Range: \$150/week plus room and board

Contract Dates: June 21st to August 30th, 2019

STAFF COACH

Muskoka Woods believes that pouring into our staff and providing holistic care for each person will result in an overflow of safety and care for our guests. To make that a reality, Muskoka Woods hires a team of Staff Coaches that are responsible to lead community initiatives, champion our BELLS and come alongside staff as needed. Staff Coaches are responsible to support our community through large and small group events, one-to-one meetings and supporting the broader team as necessary. Staff Coaches function on the broader leadership team and bring insight to the overall wellbeing of our community and staff. All Staff Coaches are required to attend team meetings, lead Small Groups, attend Soul House, support Cadence, assist in Super Saturday, drive for hospital runs, and conduct One-to-Ones. Staff are also required to attend all meetings as outlined during staff training. The following positions are available:

ADMINISTRATOR

In addition to the above responsibilities, the Staff Coach Administrator will coordinate and assign all One-to-Ones and Small Groups, as well as oversee the master scheduling of events and meetings. Applicants must have leadership and administrative experience, be attentive to detail, be able to schedule and organize people and have excellent written and verbal communication skills.

WORSHIP COORDINATOR

In addition to the above responsibilities, the Worship Coordinator is responsible to coordinate all worship for events such as Cadence, Soul House and Soul Food. Applicants must have leadership and administrative experience, be able to schedule, plan and implement quality worship. Experience in leading worship and coordinating teams is required.

COMMUNITY LIFE

In addition to the above responsibilities, the Community Life Staff Coach is responsible to coordinate all community life events such as Town Hang, Staff Snack, staff socials and other events. Applicants must have leadership experience and be able to schedule, plan and implement activities.

Skills & Abilities required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Staff Coaches must have a heart for ministry and people, have excellent communication skills, be personable, approachable, and friendly and have a desire to come alongside to journey through life with individuals. Applicants must have proven ministry experience. Muskoka Woods experience is preferred.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

GUEST RELATIONS

ASSISTANT

The primary responsibility of the Guest Relations Assistant is to provide excellent customer service to our guests and parents by managing guest information and services such as registration, activity schedules, payments, transportation and Camp Store accounts, as well as all communication with our guests by phone or email. GRA's also track all customer interactions in our CRM database. Staff are required to attend all meetings as outlined during staff training.

TRANSPORTATION COORDINATOR

The primary responsibility of the Guest Relations Transportation Coordinator is to provide excellent customer service to our guests and parents specializing in coordinating transportation services.

GRTC also assist in managing guest information and services such as registration, activity schedules, payments, and trust account money as well as all communication with our guests by phone or email. GRTC's also track all customer interactions in our CRM database. Staff are also required to attend all meetings as outlined during staff training.

Skills and Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. GRAs must have excellent customer service, communication and interpersonal skills and be friendly, courteous and professional. GRAs must also be attentive to detail, have strong analytical skills, be able to effectively problem solve and work in a fast paced, high-stress environment. Office, customer service and administrative experience is required.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 21st to August 30th, 2019

BUSINESS ANALYST

The Business Analyst position provides quality customer service to our guests and staff by overseeing and administering our Camp Store Account system and by supporting the Finance Department and team as required. Staff are also required to attend all meetings as outlined during staff training.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Business Analysts must have a working knowledge of Microsoft Word, Excel and Access, excellent math skills and an interest in financial analysis. Business Analysts must be able to work independently, have excellent interpersonal and customer service skills and a comfortability interacting with people of all ages including guests, parents and staff. Customer service, account reconciliation and office experience is required.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 21st to August 30th, 2019

INFORMATION TECHNOLOGY SUPPORT

The I.T. Support position is primarily responsible for assisting the I.T. Manager in maintaining and troubleshooting all technology for the administration of Muskoka Woods. The I.T. Support position provides excellent internal customer service through tasks including networking and troubleshooting hardware and software issues. Staff are also required to attend all meetings as outlined during staff training.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. The I.T. Support staff must have experience with Software/Operating Systems: Windows 7 and newer, Windows Server 2008 and 2012, macOS 10.8+, iOS, Android, and Microsoft Office as well as Hardware systems such as desktops/laptops (and all peripherals), smartphones/tablets, printers/photocopiers, network equipment such as switches, routers, wireless access points. The I.T. Support person must work well with people, have a customer service mindset, be strong in creative problem solving, be able to work independently and be willing to be on-call when required.

Salary Range: \$150 - \$170/week plus room and board

Contract Dates: June 21st to August 30th, 2019

HEALTH CARE CENTRE

Our Health Care Centre staff's primary role is to provide daily and emergency health care to our staff and guests through scheduled clinics, on call support and emergency response. Staff are also required to attend all meetings as outlined during staff training.

HCC CREW

Health Care Centre Crew are responsible for triaging, charting and assessing patients, administering medications, cleaning and sterilizing equipment, as well as assisting the presiding Doctor as required.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. HCC staff members must have general knowledge of nursing, CPR and first aid as well as be able to respond in emergencies and think under pressure. All applicants must have completed at least two years of an undergraduate Nursing diploma/degree.

HCC ADMINISTRATOR

This position is primarily responsible for managing the information database and running the Health Care Centre Clinic in a professional manner including processing patients, printing charts, inputting information, ordering medications and supporting the team as needed.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Applicants must have a customer service mindset, have an interest in the health care industry, be attentive to detail and have skills in administration and organization.

HCC DRIVER

The Health Care Centre Driver's primary responsibility is to drive a camp vehicle for scheduled medical appointments for staff and guests, hospital runs, and various errands as assigned.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Applicants must be willing to work a flexible schedule including being "on call", be calm in emergency situations, be able to take initiative, manage time and value customer service and guest care. Applicants must also have strong communication skills with both youth and adults. Applicants must be 21+ and have a full G licence with an outstanding driving record.

Salary Range: \$150 - \$215/week plus room and board

Contract Dates: June 21st to August 30th, 2019

TIMBERGROVE LODGE

Timbergrove Lodge has the privilege of hosting our partner groups, supported by the Foundation, throughout the summer. Timbergrove Lodge guests enjoy a daily hosted activity schedule as well as special evening events planned just for them including Tubing, Ropes Course and campfires. The primary responsibility of the Timbergrove Lodge Staff is to create an unmatched development

experience for the guests that builds confidence, friendships, memories and fun! Staff are also required to attend all meetings as outlined during staff training.

TGL Coordinator

The Coordinator is responsible for leading TGL staff, managing outcomes and serving guests. The Coordinator will serve as the main point of contact for all Timbergrove Lodge Groups prior to their arrival; manage health forms and police checks, as well as liaising with the other departments, assigning staff and fully participating with the groups.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Applicants must have leadership experience, administrative skills, be attentive to details as well as have excellent written and verbal communication skills. TGL staff must be able to facilitate and instruct activities as well as manage group dynamics, build relationships and create a safe yet fun activity experience.

Salary Range: \$250/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

TGL Host:

The TGL Host Instructors are responsible to journey with the group throughout the week by maintaining safety, leading activities, participating in events, developing relationships and capturing stories.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. TGL staff must be able to facilitate and instruct activities as well as manage group dynamics, build relationships and create a safe yet fun activity experience. Staff must be able to manage their time well, have excellent attention to detail, and be wise in decision making. Staff must be supportive, patient, energetic and have good communication and interpersonal skills with adults and children. Previous experience with youth is preferred.

Salary Range: \$120/week plus room and board

Contract Dates: June 21st to August 30th, 2019

HR ASSISTANT/CIT COORDINATOR

The HR Assistant/CIT Coordinator will spend half of their time planning, organizing and implementing the Muskoka Woods' CIT (Campers-in-Training) program for staff and alumni children ages 3- to 8-years-old. The other half of their time will be spent assisting the HR department with administrative work such as filing, organizing, following up with staff, booking interviews, and telephone reference checks.

Skills & Attributes required:

The HR Assistant/CIT Coordinator must have a love for young children and be creative in programming and activities. Applicants must be attentive to detail, enjoy administration, have excellent oral and written communication skills and be able to take initiative.

Salary Range: \$150 - \$170/week plus room and board

Contract Dates: June 16th - August 30th, 2019

NANNY

Summer Camp Nannies are primarily responsible as the childcare giver and family manager for families who require assistance. The Nanny's role is to provide support to the family by serving as a loving, nurturing and trustworthy companion and caregiver to the children. Nannies are required to supervise, play with and care for the children of their assigned families. Children range in age from newborn to 13 years of age. Specific responsibilities and schedules will vary with each family. Staff are also required to attend all meetings as outlined during staff training.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Nannies must be creative, energetic, attentive to detail, able to take initiative and have the safety of their assigned children as their number one priority. Experience with children is required and First Aid training is preferred.

Salary Range: \$120 - \$150/week plus room and board

Contract Dates: June 21st - August 30th, 2019

SECURITY

The primary responsibility of the Security Staff is to monitor the premises and ensure a safe and secure facility from early evening until early morning. The Security staff ensures that all staff and guests adhere to outlined camp curfews by patrolling the campus, monitoring and authorizing entrance and departure of employees and visitors throughout the evening, and keeping an eye on all entrances. Security Staff are also required to write reports and daily activities, irregularities, or unusual occurrences including reporting on staff and guests not abiding by resort rules. Security Staff also are also assigned to Super Saturday duties, hospital runs and support the overall summer team as needed. Staff are also required to attend all meetings as outlined during staff training.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Security staff must be able to work at night, work independently, and be able to take charge in emergency situations. Security staff must also be approachable, friendly and able to build rapport with staff, guests and visitors.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 21st to August 30th, 2019

PRODUCTION CREW

The Production Crew's primary responsibility is to assist in providing quality and creative programming by delivering a professional and seamless experience through audio, visual, lighting and set preparations. The Production Crew supports all production needs for Super Saturday, Cadence, Impact, Spark, evening activities, Conversation Cafe and other camp wide events. The Production Crew also contribute to and support our end of summer week called Classic. Staff are also required to attend all meetings as outlined during staff training.

PRODUCTION COORDINATOR

The Production Coordinator assists the Production Manager in all things related to leading production staff, managing outcomes and serving guests.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. Applicants must have leadership experience, a customer service mindset, be able to plan, organize and implement quality programming. Applicants must have proven production and video experience.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

PRODUCTION OPERATIONS STAFF

Production Operations Staff are responsible to support all audio, visual, lighting and set up needs of their assigned section including moving, lifting, setting up and taking down staging and equipment.

VIDEO COORDINATOR

The Coordinator is responsible to oversee, produce and approve all videos developed for Cadence, Spark, Impact and Conversation Cafe, as well as all section videos that are produced for guests. Applicants must submit a portfolio during their interview.

VIDEOGRAPHER

The Videographer is responsible for planning, capturing and editing videos as prioritized by the Production Coordinator. Videographers should also be proficient in photography, as they will help support our Photographers through daily photography of WILD and Venture guests. Applicants must submit a portfolio during their interview.

VENTURE PHOTOGRAPHERS

The Venture Photographers are responsible for capturing defining moments and highlighting activities of Venture guests. The Photographers support our photo sharing service by daily capturing, uploading, organizing and sharing photos of Venture Guests. Applicants must submit a portfolio during their interview.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which include having a passion for working with children and youth. The Production Crew must be hard workers, team players, be attentive to detail, be servant minded, enjoy a flexible schedule and working evenings. Production Crew must have related experience in audio, visual, lighting, photography and video.

Salary Range: \$110 to \$150/week plus room and board

Contract Dates: June 21st to August 30th, 2019

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Essential Functions for all Support Positions

- Be able to assist guests and staff in an emergency
- Possess strength and endurance required to maintain constant supervision of guests and/or staff
- Possess the ability to stand for 6-8 hours at a time
- Ability to participate in work projects – lifting and carrying between 10 – 30 lbs
- Have the ability to accompany guests across camp
- Have the ability to verbally communicate well with staff and guests

**** Please note that all staff are required to uphold the Muskoka Woods Vision and Mission, Core Values and Aspirations, as well as all policy and procedures as outlined during our Staff Development Week held at the beginning of your contract.**

**** Please note: All Support staff stay in shared staff accommodation.**

For more detailed job descriptions, please feel free to email:
staff@muskokawoods.com