



SAA SIERRA  
PROGRAMS

STANFORD SIERRA CAMP & CONFERENCE CENTER  
POSITION ANNOUNCEMENT  
**Assistant Camp Director**  
Anticipated Start Date: January 17<sup>th</sup>, 2022

Stanford Sierra Programs is a full-service conference center and alumni camp located near the entrance of Desolation Wilderness at Fallen Leaf Lake in South Lake Tahoe, CA. Stanford Sierra Programs is owned and operated by the Stanford Alumni Association-Sierra Programs, L.L.C. The property can house up to 300 guests and 95 staff, and offers a full range of educational and recreational activities, meeting facilities and food service. General information on the Stanford Alumni Association-Sierra Programs is available at [www.stanfordsierra.org](http://www.stanfordsierra.org) and [www.stanfordsierra.com](http://www.stanfordsierra.com).

**POSITION SUMMARY:**

Assists the camp director in managing the daily operations throughout all seasons. Hires and manages the summer staff director and the conference staff director. Works with the summer staff director to select and manage a 6-person interviewing committee that is on-campus. Responsible for assisting with the summer staff recruitment and interviewing process during the fall and winter quarters. Supervises and works closely with the summer staff director to recruit, hire, schedule, coordinate, and supervise the 61 summer staffers hired each year. Works with the summer staff director and interviewing committee members to plan fun, educational programming for summer guests. Directs all aspects of the summer program. Supervises and works closely with the conference staff director to recruit, hire, schedule, coordinate, and supervise 50 conference staffers each season. Responsible for overseeing conference staff schedules and employee relations issues in the absence of the conference staff director. Responsible for assisting with daily logistics in the conference season. This position works closely with the sales and marketing manager to ensure logistical needs are met. Coordinates with other managers to provide excellent guest services and a memorable experience for all guests. Continually interacts with guests, taking action as needed to facilitate and enhance the camp and conference experience. Responds to guest concerns and inquiries in all seasons. Maintains excellent employee relations and a safe work environment. Supports all departments at Camp. Reports to the camp director. **The anticipated start date for this position is January 17, 2022.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assists camp director in management of Stanford Sierra Programs by advising and consulting with all directors and managers on a broad range of managerial and administrative issues in order to maintain excellent guest services, employee relations and a safe, secure and attractive facility. Facilitates effective coordination and problem solving among various functions of Camp. Assists camp director in program development, planning and budgeting. Supervises conference and summer staff directors. May provide guidance and direction to managers and staff as appropriate.
- Has primary responsibility for the overall operation in the absence of the camp director, working in close collaboration with managers and human resources as appropriate to develop effective and legally-compliant resolutions to any issues that may arise; contacts camp director if possible for consultation on issues involving sensitivity or risk significantly beyond the normal scope of operations.
- Has overall responsibility for staffing and employee relations during the summer and conference seasons, providing leadership and serving as a role model for managers and staff in order to maintain a safe, courteous and supportive community. Supervises and provides day-to-day guidance to the summer and conference staff directors in their management of seasonal staff during all operating seasons. Provides employee guidance and initiates corrective action as needed, in consultation with human resources.
- Prioritizes the guest experience when hiring the summer staff director, ICOM, and all 61 summer staffers. Employs diverse recruitment tactics to achieve an applicant pool that is representative of the Stanford student body. Coaches summer staff director and ICOM to use fair, unbiased, and consistent methods when interviewing and discussing applicants. Emphasizes professionalism and confidentiality throughout this process and serves as a role model in using respectful language, facilitating productive meetings, and correcting inappropriate, biased, or unnecessary contributions to hiring conversations.
- Works closely with the conference staff director during the recruitment and hiring of spring and fall staff. Ensure conference staff director employs varying recruitment tactics to achieve a diverse and robust applicant pool. Prioritizes the guest experience when hiring the conference staff. Coaches conference staff director to use fair, unbiased, and consistent methods when interviewing and discussing applicants. Emphasizes professionalism and confidentiality throughout this process and serves as a role model in using respectful language when discussing applicants.
- Facilitates a family-oriented atmosphere of educational fun and enthusiasm in all summer camp activities. Serves as lead operations manager in developing and organizing the summer camp program in order to provide a memorable experience based on established standards of service and guest relations. Encourages creativity in summer camp programs and activities to maintain interest and enthusiasm among guests and staff. Works with the kids group coordinator to weave environmental and social education into kids programming. Works with the individual instructor coordinator to make individual instructor programming fun, educational, fresh, and engaging for guests. Works with the coordinator for diversity and inclusion to celebrate diversity, promote cultural awareness, and practice intentional inclusivity to make all guests and staffers feel welcome and comfortable at Camp. Maintains continual contact with summer guests to assess the quality of Camp's recreational and educational programming.
- Facilitates a friendly business-like professional standard of service for conference activities. Works in coordination with the sales and marketing manager, conference staff director, and other managers to help ensure effective operational and logistical support for conference groups.
- Takes action as needed to resolve guest service or relations issues, involving the camp director, human resources director, and other managers and staff as needed.

- Ensures that camp facilities are safe and attractive. Takes immediate action to correct any threat to health or safety of guests or staff. Works closely with the ski dock staff, lifeguards, and boat dock staff to ensure safety on the waterfront.
- Manages recruitment, labor, programming, entertainment, and photography budgets; monitors expenses and purchasing throughout the year. Assists camp director as assigned in long-range planning in connection with overall operations and facilities.
- Responsible for producing the annual summer brochure and nature pin.
- Facilitates the Student Art Commission program, to include choosing the year's student artist, gathering art commission input from the former summer's guest buyer, updating the Student Art Commission collection on the website, liaising with the student artist and guest buyer, setting up the summer display, and highlighting the program during the weekly intro.
- Required to reside on site in order to provide immediate response to any issues involving guest or staff relations, or operations or safety, calling in other managers and outside resources as needed.
- Perform related duties as requested or assigned.

#### **QUALIFICATIONS:**

- A Bachelor's degree is preferred with one year of experience in supervision and management, preferably in a summer camp or other recreational facility with a broad range of outdoor and indoor recreational programs similar to Sierra Camp. Familiarity with business conference facility management is desirable.
- Must have work experience that demonstrates strong capability to create a congenial and productive team environment, delegate, and manage change. Tactfulness and flexibility are essential in working with diverse population groups. Must have supervisory experience that demonstrates effective leadership and management of employee relations on a group and individual basis.
- Experience must demonstrate a high degree of ability in the areas of problem identification and collaborative problem solving, decision-making and accountability for outcomes. Must have strong skills in diplomacy and effective conflict resolution in an organizational setting.
- Must be service oriented to meet the needs of guests, including Stanford alumni, students, staff, and faculty and business conference participants.
- Experience in program development and evaluation, and event planning is strongly preferred.
- Must possess excellent interpersonal, oral, and written communication skills.
- Must demonstrate a strong commitment to celebrating diversity and promoting inclusion of staffers and guests alike. Must actively work to enhance the diversity of the staff population in order to improve both the guest and staff experiences. Must also work continuously to make Stanford Sierra Programs more welcoming toward and inclusive of guests and staff from underrepresented communities.
- Must have a basic working knowledge of Microsoft Excel, Microsoft Word, and Google Drive. Knowledge of Filemaker Pro, Wordpress, and Squarespace is preferred but not required.
- Sound judgment, the ability to analyze problems quickly and accurately, and the ability to develop practical, effective solutions in handling and solving a variety of problems (program emergencies, logistics/scheduling conflicts, adverse weather conditions, numerous unexpected situations).
- Familiarity with Stanford University, or family camps and programs is an advantage.

**PHYSICAL DEMANDS:** Ability to frequently lift, move, and carry up to 50 pounds of equipment, supplies and machinery. Must be able to work and operate in close quarters, actively participate and lead indoor and outdoor recreational summer camp activities that require extensive bodily mobility and endurance, sometimes for extended periods of the day. Must have a valid driver's license and be able to drive a variety of vans, trucks and service vehicles. Must also be able to work and operate outdoors, which may be under adverse weather conditions.

**SALARY:** This is an exempt management position with excellent benefits which includes paid time off (vacation, sick, & holiday pay), a 10% 401k employer contribution after a 1 year waiting and eligibility period, employer paid medical, dental, vision, life insurance and long-term disability for the employee only. Additional spouse/dependent coverage can be elected at the employee's expense. Meals & lodging provided on-site; residence on-site is required as a condition of employment. Additional fringe benefits include offering of a flexible spending account and an annual training allowance.

**EMAIL OR MAIL  
RESUME TO:**

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**APPLY IMMEDIATELY:** Posting date: November 22, 2021

Deadline: December 3, 2021 or until filled

The **STANFORD ALUMNI ASSOCIATION-SIERRA PROGRAMS** is a Limited Liability Company (LLC) associated with Stanford University and consists of the Stanford Sierra Camp and Conference Center at Fallen Leaf Lake. The LLC works with the University division Alumni Association to provide a variety of services for alumni and for the wider Stanford community.

THE STANFORD ALUMNI ASSOCIATION SIERRA PROGRAMS IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, CREED, GENDER, RELIGION, MARITAL STATUS, REGISTERED DOMESTIC PARTNER STATUS, AGE, NATIONAL ORIGIN, ANCESTRY, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, SEX, GENETIC INFORMATION, SEXUAL ORIENTATION, MILITARY AND VETERAN STATUS, OR ANY OTHER CONSIDERATION MADE UNLAWFUL BY FEDERAL, STATE OR LOCAL LAWS.