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## Summer Youth Programs

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# Lead Operations Counselor (LOC) Position Description

## The Basics

The Lead Operations Counselors are the backbone of SYP logistics. They make sure day to day operations run smoothly and you get your lunch when going out on a field trip. The LOCs are responsible for everything from planning and assisting with transportation plans and dining arrangements to ensuring medications are delivered on time. LOCs have a keen eye for detail and ensure the entire SYP experience is one to remember.

## Compensation and Work Timeline

- Late May - early August (6wk employment plus 3wk required training)
- Base Salary: \$11.25 per hour (up to 40 hours)
  - Supervisor approval is required for any hours over 40/week for all Michigan Tech jobs combined.
- Paid training
- Meals are provided during your shift in the residence hall
- Hours are variable with one LOC starting at 7am and the other at 2pm. This role may include some nights/weekends. All Lead Staff are expected to take 1-2 on-call shifts per week in which you are expected to sleep in the Residence Hall (lodging provided). The table below may be used as a guideline but does not reflect on-call shifts.

## Essential Duties and Responsibilities

- Support Logistics office with daily tasks as needed
- Coordinates SYP charter bus arrival/departures including loading and unloading of students and luggage
- Coordinates off-campus meals and transportation for courses and weekend stayover trips
- Manages distribution of funds for Weekend Operations Assistants alongside Logistics Office
- Primary point of contact for chaperone for bus arrival/departure information

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- Welcomes students arriving via SYP charter bus on Sunday mornings
  - Serves as the primary point of contact for commuter students
  - Serve as primary contact for front desk staff to notify about participants missing from class and missed medications
  - Assign available staff to medication delivery for missed medications
  - Primary point of contact for residential issues such as card and lanyard issues, restocking the front desk with merchandise and change, and meal passes
  - Oversees use of ID machine and provides updates to ProStaff on status
  - Coordinates package delivery with logistics office and participants
  - Maintain visibility and availability with staff and students through regular social interaction
  - Take call 1-2 nights per week, one weekend during the summer
  - Manage fire drill training and fire drills during summer
  - Be available for calls regarding bus pickups on Saturday evening
  - Plan and manage "Daily Grind" morning meetings for Lead Staff and Pro Staff
  - Be on call one night per week and one weekend during programming
  - Create and manage bus lists for travel to large off-campus events (ex. McLain)
  - Supervise staff assigned to bus check-out
  - Ensure safety of participants
  - Assist with discipline issues
  - Actively engage with participants in activities
  - Other duties as assigned

## Required Education, Knowledge, and Skills

- Have completed at least one year of college or equivalent experience
- Ability to maintain confidentiality with sensitive information
- Willingness to be an authority figure first and a friend second
- Embrace diversity and enjoy working with students from many different cultural, ethnic, and economic backgrounds
- Maintain a positive outlook and be able to energize others positively
- Attention to detail and emphasis on safety
- Valid US driver's license with fewer than 6 points (MI or other state equivalent)
- CPR/First Aid with AED Training\*
- Valid lifeguard certification (American Red Cross or equivalent)

\*Training provided prior or during orientation

## Desired Knowledge, Skills, and/or Abilities

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- Experience working with youth in a mentoring situation
  - Supervisory experience

## Work Environment

Summer Youth Programs is a fast paced work environment that engages over 1,000 students each year in high-impact educational experiences that prepare them for post-secondary success. Successful employees often need to spend prolonged periods of time on their feet and lift up to 50 pounds.

## Required Training and Other Conditions of Employment

Successful applicants will be required to attend a two week long paid training the week prior to the start of Summer Youth Programs. All successful applicants must also submit to and pass a State of Michigan background check prior to employment.