

Program & Hospitality Manager Position Description

July 2026

Position Purpose

The Program & Hospitality Manager serves as the primary ministry, program, and guest experience leader for Camp Perkins Lutheran Outdoor Ministries. This position plans, leads, and evaluates summer camp, retreats, hospitality ministry, Outdoor Education, Day Camp, summer staff culture, camper experience, and onsite guest hosting under the supervision of the Operations Director.

Reporting Relationship and Classification

- Reports to the Operations Director and works closely with the Operations Director to ensure program, hospitality, staffing, and guest experience commitments are supported and mission-aligned.
- Supervises counselors, camp assistants, program facilitators, day camp leaders, hospitality assistants, interns, seasonal housekeeping staff, and assigned volunteers.
- Full-time, exempt, year-round position with residential housing provided.
- Health, retirement, and disability benefits provided according to Camp Perkins personnel policies.
- Weekend, evening, summer, and on-call responsibilities are expected as needed for summer camp, camp-sponsored programs, retreats, guest hosting, emergencies, and special events.

Essential Responsibilities

- Establish and maintain a Christ-centered, service-oriented program and hospitality culture across Camp Perkins programs, retreat ministry, summer staff, hospitality staff, volunteers, and guest interactions.
- Serve as the primary onsite leader for camper experience, summer staff culture, program quality, and guest hospitality delivery.
- Translate Camp Perkins ministry philosophy into practical program plans, staff expectations, retreat experiences, hospitality standards, and guest interactions.
- Develop, coordinate, and lead staff devotions, Bible studies, chapel programming, camper faith formation, staff discipleship, retreat themes, and faith formation resources.
- Maintain program and faith formation alignment with the mission of Camp Perkins and the doctrine and practice of the Lutheran Church-Missouri Synod.
- Recruit, equip, and support spiritual leadership volunteers, including pastors, guest speakers, Bible study leaders, health care volunteers, and other ministry resource volunteers.
- Develop, plan, promote, facilitate, and evaluate camp-sponsored programs, including summer camp, retreats, family programs, youth programs, Outdoor Education, Traveling Day Camp, volunteer weekends, and other ministry events as assigned.
- Recruit, select, train, supervise, mentor, schedule, and evaluate seasonal program staff, counselors, camp assistants, hospitality assistants, interns, day camp leaders, and program facilitators.
- Lead summer staff training in partnership with the Operations Director and other leadership staff.
- Plan, prepare, lead, and evaluate Outdoor Education programs for school and contract groups, including devotions, campfires, outdoor learning activities, recreation education, staff assignments, supplies, and guest experience.
- Develop and maintain program schedules, activity plans, recreation options, supply systems, curriculum resources, chapel plans, and guest experience standards.
- Serve as the primary onsite hospitality and guest experience leader for assigned retreat groups, rental groups, camp-sponsored events, and special events.
- Coordinate with the Operations Director and Operations Administrative Assistant regarding pre-arrival information, group needs, contracts, schedules, housing, staffing, and facility readiness.
- Develop and maintain hospitality systems for guest arrival, facility use, communication, clean-up expectations, evaluation, and follow-up.
- Maintain and improve housekeeping systems, hospitality standards, linen management, supply organization, and guest-ready cleanliness expectations for cabins, lodges, meeting spaces, bathrooms, and guest areas.
- Maintain the guest-facing Trading Post experience during camp and retreat seasons, including snacks, beverages, basic inventory needs, seasonal staff support, and cash drawer procedures according to Camp Perkins financial procedures.
- Supervise, coach, mentor, schedule, and evaluate direct reports and assigned seasonal staff; provide timely feedback, encouragement, correction, and documentation as appropriate.

- Foster staff morale, teamwork, spiritual well-being, accountability, safety, appropriate humor, and mission alignment.
- Coordinate closely with the Operations Director regarding the master calendar, program schedules, guest group schedules, facility use, staffing assignments, and operational priorities.
- Coordinate with the Food Service Manager regarding meal counts, special diets, retreat schedules, program needs, and hospitality expectations.
- Coordinate with the Maintenance Manager regarding facility setup, activity areas, equipment needs, safety concerns, cleaning needs, and guest readiness.
- Manage assigned program, hospitality, seasonal staffing, activity, housekeeping, and retreat budgets in collaboration with the Operations Director.
- Maintain strong awareness of camper safety, guest safety, staff safety, child protection expectations, emergency procedures, and risk management practices.
- Oversee seasonal infirmary readiness for camp-sponsored programs, including health care volunteer support, supply inventory, restocking needs, health center organization, and camper care systems.
- Ensure program staff and volunteers understand and follow Camp Perkins safety policies, youth protection standards, emergency procedures, and incident reporting requirements.
- Work with the Development Director and Executive Director as requested to support promotion, storytelling, social media, photography coordination, and communication related to Camp Perkins programs.

Required Qualifications

- Demonstrated Christian faith and commitment to the mission of Camp Perkins Lutheran Outdoor Ministries.
- Member in good standing of a Lutheran Church-Missouri Synod congregation
- Willingness to represent and support the doctrine and practice of the Lutheran Church-Missouri Synod required.
- Bachelor's degree or equivalent combination of education and experience preferred.
- Strong leadership, communication, relational, organizational, mentoring, educational, and follow-through skills.
- Ability to lead devotions, Bible studies, recreational activities, and group experiences; ability to play guitar and lead singing preferred.
- Proficiency with computer programs and web-based applications.
- Ability to accept supervision and guidance, work collaboratively, creatively schedule programs and staff, live in Christian community, and serve beyond assigned tasks when ministry needs require.
- Valid driver's license and ability to meet organizational driving requirements.

Preferred Qualifications

- Rostered LCMS church worker or willingness to pursue a call through the colloquy program preferred.
- Previous summer camp staff, camp ministry, retreat ministry, youth ministry, hospitality, education, outdoor ministry, or nonprofit ministry experience preferred.
- Training or certifications in First Aid, CPR, lifeguarding, challenge course, or other program-related areas preferred, with willingness to obtain required certifications.

Position Flexibility

- This position description describes the general nature and level of work performed and is not intended to be an exhaustive list of all duties, responsibilities, or qualifications.
- Responsibilities may be adjusted, expanded, or reassigned as ministry needs, operational priorities, organizational growth, and strategic initiatives evolve.
- Other duties as assigned.