

Attachment A - Statement of Duties of Employment

Coordinator, Customer Relations

Role:

Your role as SuperNOVA's Coordinator, Customer Relations will be to work alongside the Director and Program Assistant to oversee the implementation of all several of SuperNOVA's programs related to camper wellness and camp organization, including running SuperNOVA's inclusion program, identifying and organizing mentors and volunteers for camps, organizing outreach camps and liaising with partner organizations, as well as overseeing the organization of materials procurement along with the Program Assistant and Team Leaders. Each of these programs and their responsibilities are outlined below. From time to time other tasks may be assigned to you by the director.

You will work under the supervision of the Director of SuperNOVA (Alexandra Fenton) and will report to the Director on any employment matters.

Duties:

Inclusion:

- Execute and manage the Inclusion Program
 - Communicating with parents who self-identify that their camper has exceptional needs and addressing questions and concerns about their camper's participation in our programs. Exceptionalities they will address include, but are not limited to: physical disabilities, emotional/behavioural disorders, communication disorders, learning disabilities or developmental delays, etc...
 - Consulting with parents to collect information to identify camper needs, develop a "camper profile" detailing accommodations, and sharing it with SuperNOVA team members.
 - Advising the curriculum development process to maximize inclusivity of activities through adaptations and implementation of best practices.
 - Directly assisting or monitoring participation of youth with exceptionalities to ensure success of the camper and communicating results with parents.
 - Proactively making policy recommendations to enhance camper inclusion and accessibility.

Mentors

- Coordinate SuperNOVA's Mentor Program.
 - Develop communication materials to recruit potential mentors from research, industry, or other relevant sectors.
 - Acting as a point person for all mentors, managing communications with mentors, and ensuring mentors have a positive experience from start to finish.
 - Coaching potential mentors to craft presentations, tours, and activities that are appropriate, exciting, and engaging for campers.
 - Working with team members to identify opportunities to engage mentors.
 - Coordinating logistics and scheduling of mentor events.
 - Proactively making recommendations related to policies and procedures related to mentor events.
 - Documenting mentor events and completing reporting to stakeholders on mentor engagement.
 - Working with the Director to evaluate and communicate the impact of the mentor program through collecting stats, surveys, photos/video, quotes, and other testimonials.

Volunteers

- Coordinate SuperNOVA's Volunteer Program.
 - Developing promotional materials to advertise SuperNOVA's high school volunteer program.
 - Acting as a point person for all volunteers, managing communications with volunteers, and ensuring volunteers have a positive experience from start to finish.
 - Supporting the development and execution of SuperNOVA's volunteer training program.
 - Coordinating the scheduling and placement of volunteers during the camp season.
 - Providing general coaching and supervision of volunteers to foster leadership and science education skills.
 - Providing training and coaching to help enable staff members to maximize the impact of enjoyment of the volunteer program.
 - Formally tracking and evaluating volunteer development and experience.
 - Documenting all aspects of the volunteer program and completing reports to stakeholders on program outcomes.
 - Proactively making recommendations related to policies and procedures related to the volunteer program.

Outreach and Partnerships

- Building partnerships with schools and youth-serving community organizations.
 - Working with the Director of SuperNOVA to develop plans and targets for outreach programs and partnerships for May-Aug.
 - Proactively contacting or responding to requests from schools and youth-serving organizations regarding establishing partnership workshop, club, or camp programs.
 - Establishing formal partnership terms and expectations of partner programs.
 - Developing and tracking individual budgets and project management plans for each partnership.
- Managing SuperNOVA's Outreach Programs under your purview.
 - Liaising with local schools and youth serving afterschool programs to schedule workshops, clubs and camp programs.
 - Organizing all logistics of delivery of outreach programs, including travel and lodgings, staff schedules.
 - Overseeing workshop finances, including budgeting, collection of fees, and monitoring expenses.
 - Assisting the Director to complete project reports and summaries for external stakeholders.
 - Documenting all communications and managing partnership-related files.
 - Working with the Director to evaluate and communicate the impact of the outreach programs by collecting stats, surveys, photos/video, quotes, and other testimonial

Materials:

- Manage the supplies and equipment budget.
 - Working with the Director of SuperNOVA to establish baseline budget requirements for purchasing.
 - Communicating budget requirements to team members and assisting them to create camp budgets for their projects/camps.
 - Ensuring that university protocols for procurement and purchasing are followed.
 - Ensuring that documentation is collected promptly, is complete, and appropriately recorded.
 - Providing regular updates of the budget to the Director and communicate any anticipated budgetary issues.
 - Proactively making recommendations related to policies and procedures related to the material budgeting and purchasing.
 - Attempting to creatively source materials where possible.
- Oversee SuperNOVA's inventory.
 - Managing materials and equipment inventory and ensuring it is up-to- date.
 - Acting as primary purchaser for all materials and supplies.
 - Ensuring that internal procurement processes are cost-effective and efficient.
 - Coordinating timely distribution, responsible use, and overall care of supplies and equipment.