



Program Director

Position Title: Program Director

Classification: Exempt

Reports To: Director of Support Services

Location: Marriott Scout Service Center, Bethesda, MD (In Office)

Department: Support Services

Position Type: Full-Time

Position Summary

The Program Director provides high-caliber, timely, and dependable service to all members of the National Capital Area Council, and facilitates safe, developmental, and brand consistent programs of Scouting America. The Program Director leads, mentors, and advises volunteer committees to execute accredited summer and year-round programs; The Program Director serves as the staff advisors to critical Council-level committees, such as the day camp committee, advancement committee, the Order of the Arrow, International Committee, Jamboree Committee, recognition event committee, University of Scouting. The Program Director leads committees to achieve successful outcomes, including training, onboarding, continuing education, workflow, calendar, budget management, and goal completion (on time or ahead of schedule, superior quality of execution).

Primary Responsibilities

- Cub Scout Day Camp
- Camp Business Acquisition and Registration (Achieve Camper Goal and Net Revenue)
- Camper Retention and Renewal
- Compliance (Local, State, Scouting America)
- Volunteer Recruitment and Development
- Order of the Arrow Staff Advisor
- Advancement Committee
- Records Management (Awards, Recognitions, Eagle Scout, Certificates of Insurance, etc.)
- Logistics, Procurement, Retail Operations
- New Program Development and Implementation
- Training and education of adult leaders (webinar series, in-person, at unit meetings, etc.)
- BlackPug Event Management
- Council Calendar Development
- Budget Management for all Council Programs
- Customer Satisfaction Surveying (Microsoft Forms, or equivalent)

Qualifications

Experience:

- Previous leadership experience and Scouting experience preferred.
- Ability to lead staff to complete a multitude of priorities across competing deadlines and benchmarks.
- Leadership ability to drive positive interactions with volunteers, change management, and quality control.

Skills:

- Strong communication and interpersonal skills
- Proficiency in all Microsoft platforms, event management software.
- Ability to work independently and collaboratively
- Continuous improvement mindset

Education:

- Bachelor's degree is required
- A project management certificate (PMP or equivalent) is preferred, or the ability to acquire the credential.

Working Conditions

- Typically 40-45 hours per week, at the MSSC, assigned camp, or other office location
- Evening and weekend work required.
- This position operates in a professional office setting and uses standard office equipment including computers, phones, calculators, and multifunction copiers.
- Work hours are 8:30am to 5:00pm Monday through Friday. Occasional evening and weekend work may be required, along with limited travel.
- Must be able to walk, sit, stand, use hands for handling objects, reach with arms, climb stairs, balance, stoop, kneel, crouch, crawl, and communicate effectively.
- May occasionally lift or move up to 30 pounds.
- Visual requirements include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.

Performance Metrics (If applicable)

- Annual Performance Goals

Other Duties

This job description is not exhaustive and may be updated or modified at any time. Additional duties, responsibilities, or activities may be assigned as needed.