

## Assistant Youth Director

The Assistant Youth Director is responsible for assisting the Youth Director in the overall operation of all Youth Programs (Camp, Circle “C” and Club O2). He/she will assist, organize and execute assigned tasks and ensure that all guidelines and policies and procedures are adhered to. The Assistant Youth Director reports directly to the Youth Director onboard and his/her responsibilities include supporting all core Youth Director functions below based on Youth Director request. In addition, Assistant Youth Director must be prepared to lead as Youth Director if needed.

### RESPONSIBILITIES

- Ensure friendly, jovial and positive attitude with all children, parents, staff and management at all times
- Bring enthusiasm and care to the program when running activities and working with the minor guests
- Ensure the safety and supervision of all children participating in activities
- Create and implement youth activity schedules as per programming mandates (core youth programs, Night Owls, partnership activities and family activities)
- Manage lounge reservations and food orders
- Develop great relationships with other departments onboard and collaborate to drive guest experience
- Develop and manage staff schedule
- Conduct and evaluate all Youth Staff upon them joining a vessel, including 3 month training program for all new hires, including performance appraisals for all staff
- Ensure implementation of Policies and Procedures set forth in the Hotel Operations-Youth Manual and follows all programming mandates
- Maintain and control usage of Youth supplies and ensure property is kept in good order and inventories are kept up to date
- Submit any work orders using InfoShip for anything that needs to be repaired for the youth facilities
- Update CPS (Crew Personnel System) for Youth Staff as needed
- Monitor TGEM system and drive higher guest satisfaction for youth initiatives
- Own all USPH, Environmental & HESS/MS procedures pertaining to Youth Programs including responsibilities for all managers (ie. Exemptions, drills, searches, etc.)
- Participate in and/or lead Youth Department Team Building activities
- Conduct staff meetings, coach and develop talent
- Manage program budget
- Update and maintain required documents and voyage information each cruise
- Train staff and conduct regular evaluations
- Submit Safety Observations weekly and ensure Safety Representative follows protocols

- Demonstrate commitment to Carnival Service Values
- Provide excellent hospitality to all guests
- Ensure uniform policy, the Carnival Look and good hygiene is being followed at all times by all Youth Staff
- Supervise and schedule the waterslide operations and ensure all safety rules and regulations are being followed by all youth staff
- Must be willing to perform CPR and First Aid as needed
- Manage Animator/Characters positions
- All other duties deemed necessary by the Youth Director, Hotel Director or Shoreside Management

#### **QUALIFICATIONS:**

- Minimum 3 years of experience working with children, preferably in a camp or other activity-based setting.
- Experience managing a youth/camp program and leading team of people
- Bachelor's Degree preferred
- Must be willing to work with children from ages 2 to 11 years old and children with special needs as well as children under the age of 2 years.
- Must be able to speak proficient English (speak, read and write fluently.)
- Must be outgoing and able to lead large groups of children.
- Must have hospitality skills & be focused on guest services.
- CPR and First Aid Certification.
- Must be willing to perform CPR and First Aid as needed.