

RETAIL SERVICES MANAGEMENT INTERN

Session Commitment: 10-12 Weeks (Orientation and 4+ Sessions)



The Retail Services Management intern role is critical to the successful operation of the Camp Ozark stores and customer service teams. Interns assist with the training and supervision of C.O.R.E. Team staff and manage a variety of store processes, including store floor operation, inventory management, merchandising, delivery logistics, packaging, and customer service. Retail Services interns are responsible for maintaining camp's standard of excellence in front-facing and behind-the-scenes operations and have a direct impact on the camper and family experience.

Interns can expect to receive in-depth management training and coaching and gain hands-on experience in operations management, staff supervision, project management, customer service, business administration, and leadership.

KEY RESPONSIBILITIES:

- Assist with the training and supervision of C.O.R.E. Team summer staff
- Manage store operations, projects, and tasks
- Participate in the coordination of order delivery logistics
- Provide input into merchandising decisions and execute sales strategies set by Retail Services Team
- Effectively manage the store floor and inventory storerooms
- Provide quality control in customer service interactions and store processes
- Assist Leadership in maintaining standards and accountability throughout camp operations
- Supervise, support, and coach summer staff
- Evaluate and provide real-time feedback to staff under supervision

PROGRAM COMPONENTS:

Successful completion of this program includes fulfillment of the following:

- All Top Staff training, responsibilities, and assigned duties
- A pre-camp curriculum consisting of a collection of podcasts, videos, articles, essays, sermons, and other materials (roughly 15-20 hours of material)
- Attendance of a leadership development seminar each session conducted by Camp Ozark Leadership Staff
- Submission of an operational review report per each session of employment
- Participation in a mid-program performance review and an exit evaluation
- Submission of the Operational Excellence Capstone Project within two weeks of completing session commitment

This internship is designed for the following majors: Retail Services, Merchandising, Business, Management, Hospitality and Tourism Management, Social Sciences

SAMPLE RESUME



Retail Services Management Intern, Camp Ozark

May 2027-Aug. 2027

- Assisted directors in managing various customer-facing retail operations, tasks, and projects serving over 7,500 campers and 800 staff
- Trained and managed a retail staff of 20 individuals throughout the summer
- Provided quality control in store floor operations, inventory management, and merchandising
- Assisted company leadership in maintaining standards and accountability throughout camp operations
- Provided coaching, support, and performance evaluations to staff under supervision
- Submitted an Operational Excellence Capstone Project detailing proposed organizational improvements