



JOB DESCRIPTION OPERATIONS DIRECTOR

Reports To: Executive Director
Date Created: October 22, 2018
Date Updated: December 4, 2018

Department: Operations

SUMMARY STATEMENT

The Operations Director is responsible to provide the day-to-day administration of on site facilities operation, ensuring the organization runs smoothly and efficiently.

RELATIONSHIPS

Reports to: Executive Director

Internal Contacts: Department Heads, Administration Team, Bookings Coordinator, Outdoor Education Coordinator, Forge Participants, Office Manager, Bookkeeper, Volunteers, Operations Staff.

External Contacts: Suppliers, Vendors, Government Agencies, Cottage Owners, Donors, Volunteers.

QUALIFICATIONS/CRITERIA

1. Drinking water and waste water certification.
2. Proven experience in a Senior leadership role.
3. Knowledge of industry standards and government regulations.
4. Basic computer skills in Excel and Microsoft Word.
5. Experience in trades an asset.
6. Excellent organizational and leadership abilities.
7. Excellent written and verbal communication skills.
8. Have a mature, personal commitment to Jesus Christ, as evident in your daily life.
9. Agreement/support of Camp Arnes Mission Statement, Code of Conduct and Statement of Faith.
10. Ability to train and manage staff and volunteers in your department.
11. Ability to interact with guests, campers and staff in a professional manner.
12. Experience with and passion for working with children and youth.
13. A valid child abuse registry check and criminal record check.
14. Flexible with work hours as required to fulfill duties.
15. Openness to mentorship and growth.

SPECIFIC MAJOR RESPONSIBILITIES

Administration/Leadership

1. Foster a spirit for continual improvement and enhancement of the Camp and its services.
2. Represent the Camp operations to all government regulatory officials, suppliers, contractors and volunteers.
3. Oversee the development and accountability to Standard Operating Procedures (SOP) for all facilities and services to ensure quality outcomes.
4. Responsible for the proper administration of construction contracts, service agreements and for obtaining the necessary permits, licenses and certifications for the Camp.
5. Ensure that Camp Arnes is operating under the guidelines set out by the Manitoba Camping Association.
6. Ensure that Camp is operating under the guidelines set out in the Workplace Health and Safety Standards.
7. Ensure compliance to all government regulations for Drinking Water, Pool Operations, Health and Safety and Waste Water Management.
8. Plan, monitor and analyze key metrics for the day-to-day performance of the operations to ensure success toward organizational goals.
9. Maintain an organized, professional work space.

10. Maintain organized files on staff and facility records.
11. Uphold, model and insist upon Christian character of all staff.

Financial

1. Assist in the development of the annual budget for all on site needs.
2. Develop a cost effective plan for all Operations responsibilities.
3. Review financial information and adjust Operations spending to achieve budget goals.
4. Establish procedures that implement Operations and/or Fiscal Policies of the Executive Director and/or Board of Directors.
5. Purchase goods, with the exception of food, for all facilities and Operation's needs.
6. Identify, advise and recommend on needed capital improvements and major equipment purchases.

Human Resources

1. Hire and manage full time and part time Operational staff.
2. Monitor the physical, spiritual and emotional well being of all Operations year round and seasonal staff.
3. Coordinate and assist in assigning all housing for on site staff.
4. Assist to facilitate the growth of the full time, Forge and seasonal staff at the Camp.
5. Facilitate regular Operations Department Staff meetings.
6. Provide direct leadership to Food Services Manager, Maintenance Director, Horsemanship Manager, Volunteer Coordinator and Housekeeping staff, by providing Coaching, accountability towards goals and regular evaluations.

Food Services

1. Oversee and monitor the success of the Food Services Department.
2. Guide and oversee Food Services Manager with goal setting, customer service, human resource issues and finances.
3. Monitor the menu and practices of the Food Services Team.

Maintenance/Housekeeping

1. Assess and monitor the appearance of the Camp Site and buildings.
2. Conduct quarterly visual inspections and assessments of Operations Department success towards operational goals and organizations mission and strategic plan.
3. Guide and oversee Maintenance Manager and Housekeeping Departments with goal setting, customer service, human resource issues and finances.

Corral Facilities

1. Work with Horsemanship Manager to guide and oversee Corral Facilities with goal setting, customer service, human resource issues and finances.

GENERAL RESPONSIBILITIES

1. The Operations Director is responsible directly to the Executive Director.
2. Ensure the safety of yourself, other staff, volunteers and guests through safe work practices and in Camp activities.
3. Assist in secondary duties when needed in other areas of Camp.
4. Share your Christian life and character with guests, staff and volunteers as opportunities arise.
5. Promote an encouraging and fun environment.
6. Present yourself in a professional manner in appearance and attitude at all times.
7. Uphold all Camp Arnes policies and procedures.
8. Seek out work when daily jobs are done.
9. Do every task with the highest quality and standards in mind.
10. Contribute to the proper care and maintenance of equipment.

PHYSICAL REQUIREMENTS/ENVIRONMENTAL CONDITIONS

1. Requires prolonged sitting or standing.
2. Requires ability to work in adverse weather conditions, including rain, heat and cold.
3. Requires ability to lift and move objects weighing up to 25 kilograms.