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## POSITION DESCRIPTION

# DIRECTOR OF OPERATIONS

Discover the warmth of our hospitality at Camp Caroline. Located in the foothills of the Canadian Rockies we are one of Alberta's premier year-round Christian camp and retreat centers.

The ministry of Camp Caroline exists to encourage first steps in a life-long journey with Jesus; next steps that follow him faithfully; and, servant-leadership that exemplifies his compassion and concern for others.

We strive to create getaways with greater purpose that encourage life-changing experiences, therefore our skilled staff are carefully selected with our campers and guests in mind. Staff are recruited not only for their ability to perform their duties but also for their trustworthy character and commitment to serving campers and guests with an exceptional standard of care.

**Reporting to the Executive Director and serving as a director in the ministry, the Director of Operations will provide leadership, in partnership with our team of directors, to ensure the most effective ministry possible in alignment with the ministry mapping of Camp Caroline. This position will fulfill a crucial function in our team by overseeing and coordinating our day-to-day activities. While upholding the mission, vision and values of the ministry, the Director of Operations will work collaboratively with the Executive Director, directors, and staff to ensure the team is working together to advance the mission of Camp Caroline.**

### Requirements:

- A personal profession of faith in Jesus for salvation and witness of obediently following him
- A member or adherent in an evangelical church
- Agreement with the mission, vision, values, commitments, and beliefs of Camp Caroline
- Demonstration of a Christian calling to camp ministry
- College/University degree or equivalent experience
- Demonstrated ability to maintain healthy working relationships with a team
- Demonstrated operational leadership in a growing ministry or organization (5-7 years)
- Demonstrated ability to organize, plan well, and think strategically
- Demonstrated ability in developing and managing a budget of no less than \$1,500,000
- Demonstrated ability to initiate and follow through on projects with excellence
- Demonstrated interpersonal and communication skills
- Demonstrated ability to handle sensitive and/or confidential situations with respect
- Availability to work regular, irregular, and/or extended hours
- Ability to work in adverse weather conditions
- Ability to lift 25kg without assistance
- Availability to work on-site at Camp Caroline
- General computer knowledge and ability to use Microsoft Office and other basic software
- Valid driver's license
- Completion of reference and background checks

#### General Responsibilities:

- Uphold the mission, vision, values, and commitments of Camp Caroline with the highest standard of excellence
- Uphold Camp Caroline policies and adhere to policies, best practices, and principles related to standards of service care and excellence as established by recognized authorities
- Assist in nurturing the spiritual atmosphere of Camp Caroline for campers, guests, and staff
- Development of a welcoming atmosphere and safe environment for campers, guests, and staff
- Anticipate and address camper and guest's service needs

#### Requirements for Ministry Effectiveness:

- Work with the Executive Director and our team of directors to create a strategic plan and implement new structures, systems and protocols to achieve it
- Serve as an operational leader of the organization:
  - Coordinate our day-to-day operations
  - Oversee our risk management
    - Ensure operations meet recognized risk management standards, internal and external
    - Ensure operations adhere to letters of agreement, contracts, leases, and other legal documents and agreements
    - Ensure operations adhere to insurance policies
  - Oversee designated budget categories
    - Work with the staff to manage and maintain a budget that is realistic, responsible and reflects excellent stewardship of resources – financial, material goods and personnel
    - Work with the staff to make sure expenses are planned properly and that staff have a contingency of no less than 10% and no more than 25%
  - Lead the performance management process (that measures and evaluates progress against goals for the ministry)
  - Provide strong day-to-day leadership presence; bridge area operations; and support an open-door policy among staff

#### Requirements for Staff Management:

- Work with our team of directors and the Executive Director to select staff that support the vision and values of Camp Caroline:
  - Assist with staff recruitment, hiring, and compensation (using established grids)
  - Assist with staff professional development plans
  - Coordinate retention strategies
  - Oversee regulatory standards, legal compliance, and best practices
  - Review established grids, standards, compliance, policies, and best practices annually no later than September 30
- Serve alongside the Executive Director and our team of directors to lead our team
  - Oversee and direct designated department(s) and staff
- Help ensure that the staff are properly resourced and represented among the leadership of the ministry
- Work with our team of directors and the Executive Director regarding discipline, discontinuation, or dismissal of staff
- Submit for review (to the Executive Director) a personal annual professional development plan
- Work with the staff to prepare an annual professional development plan

Time Management:

- General responsibilities – 10%
- Ministry effectiveness – 60%
- Staff management – 30%

Key Working Relationships:

- Executive Director
- Director of Administration and Finance
- Director of Camps and Retreats
- Director of Lead and Communication
- Director of Site and Facilities
- Site and Facilities Staff
- Housekeeping Staff
- Food Services Coordinator
- Food Services Staff
- Bookings Coordinator
- Registrar and Ministry Assistant
- Hosts
- Volunteer Staff