



## **Operations Manager Job**

**The mission of Gracefield Christian Camp and Retreat Centre (GCCRC) is to invite all people to experience the loving presence of the living God, in creation, in Christ and in Christian Community.**

**Reports to:** Managing Director

**Schedule and commitment:** The Operations Manager position is full-time from May through August, with the possibility of part-time work for the rest of the year. This position will involve evening and weekend hours and extended availability. The Operations Manager is responsible for providing 24 hour onsite coverage from May to August in cooperation with other senior staff.

### **General description:**

The Operations Manager (OM) works with the Managing Director (MD) and leads the team that is accountable for the fulfillment of the day-to-day operational requirements of a busy youth camp, retreat facility and campground. This includes office administration, guest services, maintenance and upkeep, housekeeping, and kitchen and food services. To be successful, the OM must enjoy the pace and unpredictability that comes from serving a diverse group of lodge guests, seasonal site holders and staff. This role is essential in ensuring the smooth delivery of all aspects of guest hospitality. The OM is a hands-on role and involves being a working supervisor side by side with maintenance, housekeeping, , kitchen and office staff.

### **Specific Responsibilities:**

1. Governance
  - a. The OM reports to the MD.
  - b. The OM will liaise with the Property & Maintenance Committee of the Board of Directors, including attending Committee meetings.
  - c. The OM works with the MD to ensure that GCCRC is operating in accordance with all municipal and provincial rules and regulations related to environment, health, safety, site, and buildings.
  - d. The OM provides regular reports to the MD.
2. Planning
  - a. The OM will work with the MD to plan, quantify and document the camp's needs with respect to maintenance and capital planning requirements.
3. Program
  - a. Liaising with program staff to maintain the equipment needed to deliver programs.
  - b. Hosting retreat groups and ensuring that their requirements are met.

- c. Hosting volunteer work parties including the camp opening (early May) and camp closing (mid-October) work weekends.
4. Managing People
- a. Recruiting office, kitchen, maintenance and housekeeping staff.
  - b. Operations staff scheduling.
  - c. Defining and allocating operations staff assignments.
  - d. Supervising staff as required. Resolving conflicts. Providing employees with feedback, evaluations and references.
  - e. Supervising volunteers.
5. Assists the MD with Administration:
- a. Managing bookings, registrations and contracts with groups and other Camp users.
  - b. Maintaining the Camp's accounts and records. Participating in audits. Supporting the Treasurer in all financial activities.
  - c. Participating in the development of annual budgets, including the setting of prices for Camp services and facilities.
  - d. Managing all invoicing, purchasing, payments and banking.
  - e. Preparing and submitting all required federal, provincial and municipal government forms, returns, taxes and the like. Preparing annual charitable donation receipts.
  - f. Managing payroll, including all required documentation for hiring and termination.
  - g. Maintaining Camp insurance policies.
  - h. Maintaining contact lists of guests, volunteers and staff.
6. Camp operations:
- a. Allocating facilities as appropriate.
  - b. Co-ordinating the use of equipment
  - c. Planning and executing building projects: design, obtaining required approvals and permits, contracting with builders, working with suppliers, co-ordinating volunteers, and managing project execution.
  - d. Managing camp facilities maintenance: ensuring all the Camp infrastructure, buildings, equipment and property is properly cared for.
  - e. Arranging for and ensuring proper road maintenance and snow plowing.
  - f. Arranging for and ensuring garbage and recycling pick-up services
  - g. Managing kitchen operations: The preparation of dining room meals and other food requirements such as for off-site canoe trips, while ensuring compliance with all health and safety needs.
  - h. Managing housekeeping for all of the Camp's lodgings and facilities.
  - i. Overseeing and maintaining the Camp's potable water treatment and septic systems in accordance with provincial regulations, ensuring that necessary tests and monitoring are performed, logged and that the results are made public as required.
  - j. Exercising due diligence in keeping the Camp's property, buildings and equipment supervised and secure to minimize the risk of theft, vandalism and misuse.

### **Qualifications and Necessary Skills:**

1. Proficient in English. French is an asset.
2. Minimum two years' experience in operations roles.
3. Minimum two years' experience in working at camps.
4. Strong people skills and comfortable engaging with employees, guests, site holders, volunteers and others throughout the work day.
5. Good administrative and financial management skills, including familiarity with bookkeeping or maintaining accounts.
6. Excellent and broad practical skills in the proper use, maintenance and/or repair of buildings, machinery, plumbing and pumping systems, electrical wiring, small engines and power tools.
7. Demonstrates a strong Christian faith and a willingness to serve.
8. Willingness to work 'hands on', and not just supervising others.
9. Valid driver's license.
10. Standard first aid and CPR.

### **Screening Procedure:**

- In accordance with the Leading with Care policy of The Presbyterian Church in Canada, screening of adults involved in ministry with children and youth includes completing a teacher/leader form, an interview by two people, a reference check, and a Police Records Check.

### **To Apply:**

Please apply by emailing your cover letter and resume to [info@gracefieldcamp.ca](mailto:info@gracefieldcamp.ca)

**Only candidates under consideration will be contacted.**