

JD 09 –Operations Manager Job Description

This position is responsible for leading all operations at La Foret Conference & Retreat Center. The person filling this position shall have competence as a leader for the business and be capable of managing a wide range of activities and people. Multiple years of experience as a second level manager are vital. Operations Manager has 4+ FTE reports year round with a seasonal staff of approximately 20.

The facility consists of ten cabins and six yurts, two historic buildings, a dining hall, multiple meeting halls, office, chapel, shop, and 200 guest beds on 400 acres in the Black Forest. This is an exempt management staff position that reports to the Executive Director and is an integral part of the team consisting of guest services, a kitchen and dining team, marketing, housekeeping, gift shop, and a building and grounds team that together delivers food, lodging and sanctuary to guests. More information is available at www.laforet.org.

	Operations Manager
Job focus	Responsible for day to day operations
Manages:	Manages the managers of Kitchen, Housekeeping, Building and Grounds, Guest Services Prioritizes
Financial:	Manage to budget and explains deviations (good and bad). Takes action to be within budget. Execution of pricing decisions Annual capital budget for operations Operating profit
Suppliers:	Execution of supplier and vendor relationships. Feedback to suppliers
Budgeting:	Operating budget and results relative to budget
Customers:	Planning and on-site relationships with existing customers. Resolution of customer issues, discrepancies. Responsible for contracts and commitments.
Quality:	Continuous improvement wrt food, cleanliness, health, facilities robustness, facilities condition and repair
HR:	Administration of procedures Recommendation to ED of salaries for subordinates Perf Assessments for subordinates Recruits and cares for volunteers along with staff
Child care:	Understand and comply with all child care rules and regulations. Ensure customers do what they need to do before and during visits.
BOD:	Preparation of material per ED direction
Performance Measures	Operating profit
	Employee satisfaction (survey and/or as measured by ED)
	Performance against operating budget
	Customer feedback (onsite and surveys), especially wrt quality
	Perf Assessments complete and timely

Personal attributes:

- Must work collaboratively on a team with focus on customers and the needs of other team members. Must be able to communicate clearly with work colleagues and consistently make decisions that are best for La Foret. Must understand the effect they have on others, display good judgment, and put personal preferences secondary to the interests of La Foret.
- Must be capable of forward planning and multi-year efforts.
- Will have contact with customers, and will need to represent and interpret the mission and goals of La Foret.
- Must have a basic knowledge of email, spreadsheets, QuickBooks, and can learn to use dedicated camp software.
- Must be able to work occasional weekend days to make contact with customers.

Required qualifications:

- BA or BS degree or equivalent work experience
- Must have led supervisors as a second level manager
- Multiple years work experience with demonstrated leadership preferably in the hospitality field
- Broad knowledge of how business operates – processes, financial, HR, quality, customer relationships, and leadership competencies.
- Ability to provide background check clearance

The full time position receives a competitive salary and benefits including retirement contributions and medical insurance. Partially subsidized medical insurance for family is available.

La Foret Conference & Retreat Center (“LFCRC” or “La Foret”) is owned by the United Church of Christ and is open to all faiths, schools and business. La Foret is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, sexual orientation, national origin, disability, or any other status protected by state or local law.

La Foret reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

To apply, email your resume and cover letter to Larry McCulloch, Executive Director of La Foret, at larrymc@riverrock.org.