

Director of Operations and Guest Services

SUMMARY:

We are looking for a systems-minded, good communicator who is highly organized and flexible to serve full-time as Director of Operations and Guest Services. This person will be managing systems and staff, working with the bookkeeper to guarantee financial sustainability and controls, and directly working with a variety of guest groups and programs.

RESPONSIBLE TO: Executive Director

SUPERVISOR FOR: Maintenance Director, Food Service Director, and Bookkeeper

GENERAL QUALIFICATIONS:

- 1) Be in agreement with and committed to Amigo Centre's Mission Statement and goals.
- 2) Be sensitive and responsive to the needs of constituents, staff, guests, and vendors.
- 3) Be committed to establishing and maintaining healthy relationships in the workplace.
- 4) Have a strong interest in hospitality.
- 5) Have strong communication skills.
- 6) Have a strong commitment to integrity.

SPECIFIC QUALIFICATIONS:

- 1) Is flexible and able to work well with guests, vendors, and other staff members.
- 2) Is extremely organized and has the ability to multi-task and work in a sometimes fast paced setting.
- 3) Is a compassionate and interested listener.
- 4) Is proficient at Word, Excel, and QuickBooks, can learn and manage databases, and has basic office equipment knowledge.
- 5) Understands or can quickly learn invoicing, hiring procedures, licensing requirements, and needed testing and inspections.
- 6) Is able to physically handle job requirements: outdoor events, walking/stairs, set-up and some lifting.
- 7) Willing and able to assist other staff members in their various departments and to provide them with needed information.
- 8) Ability to work with confidential and sensitive information.
- 9) Is available and willing to work as needed on weekends and evenings as groups need assistance or when issues arise.

RESPONSIBILITIES:

- 1) Weekly duties include:
 - a. Staff supervision – check-ins, encouragement, support, and guidance for those supervised
 - b. Daily correspondence with guests and vendors through emails, regular mail, phone calls and walk-ins
 - c. Confirming details of upcoming reservations and reporting to the proper departments
 - d. Working with the program team to manage scheduling of staff and facilities
 - e. Registrations for all non-program guests, including invoicing, taking payments, and record keeping
 - f. Creating and going over set-up for staff's weekly meeting with details needed to help staff prepare
 - g. Organizing housekeeping supplies and staffing, including ordering supplies and scheduling housekeeping staff
 - h. Giving tours of facilities, answering questions and otherwise promoting Amigo Centre
 - i. Making sure that facilities are clean, organized, and ready when guests arrive
 - j. Operation of the camp store (Nature's Nook) for guest groups and some program groups
 - k. Supervise and train volunteer weekend hosts.
- 2) Monthly Duties Include:
 - a. Maintaining complete records of staff attendance and vacation schedules
 - b. Working with bookkeeper to make sure that bills, taxes, and income are properly recorded and reported
 - c. Making sure all licensing and inspection/testing requirements are met
- 3) Additional Duties:
 - a. Ongoing database management.
 - b. On-call responsibilities for hosted groups as part of a regular weekend rotation.
 - c. Assisting with other needs as they arise.

COMPENSATION PACKAGE:

Yearly salary range: \$39,000-\$42,000, based on experience

Housing and utilities provided at no cost to employee (if needed)

4% contribution to retirement fund

Health insurance provided

IDEAL START DATE: As soon as possible