

## **Spruce Lake Retreat**

### **Director of Operations – Job Description**

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The Director of Operations is responsible for ensuring an enjoyable, clean and safe guest/camper experience. This individual will oversee the custodial and housekeeping departments, Retreat Center recreational facilities, audio/visual equipment, and meeting room supplies/equipment, while fostering a positive work environment. The Operations Manager reports to the Spruce Lake Site Director. Spruce Lake asks all employees to adhere to, promote and endorse its Mission and Core Values.

Departments managed directly:

- Housekeeping & Custodial
- All Recreation Facilities at Retreat Center (excluding Adventure Programming)

**Reports to:** Spruce Lake Site Director.

### **Essential Responsibilities**

#### Hospitality services

- Hosting – member of hosting team
- Custodial/housekeeping assistance when required
- Ensure compliance with OSHA, EPA, DEP and other regulatory laws and codes within departments of responsibility.
- Communicate regularly with Site Director and Managers to coordinate operational needs and facility schedules.
- Oversee the “Opening” of rooms prior to group arrival and the “Closing” of buildings and rooms after group departure.
- Manage the inventory and scheduled replacement or upgrade of guest amenities:
  - Furniture, bedding, room accents, carpeting, linings etc.
  - Retreat Center recreational facilities and equipment, meeting room equipment etc.
  - Items that directly affect the guest experience

#### Housekeeping/Custodial management

- Create and maintain effective and efficient housekeeping and custodial teams
- Ensure that effective cleaning/sanitizing processes are followed
- Coordinate with Facilities Director to implement effective pest control procedures
- Ensure excellence in the cleanliness of all facilities through regular inspections and training

#### General management

- Provide oversight to each of the Teams under your care by hiring staff, evaluating team members, reviewing salaries, and providing training or correction as needed
- Manage and coordinate summer staff with year-round housekeeping/custodial teams
- Manage volunteers
- Manage the Operations budget
- Monitor work habits, safety and general operations for all team members who report to you
- Go above and beyond to provide an excellent guest experience at Spruce Lake

**FSLA Status:** Exempt

### **Qualifications:**

- 2–3 years’ management experience
- Basic computer skills with knowledge of MS Word, MS Excel, MS Power Point and MS Outlook
- Ability to work effectively in a team environment