

JOHNSONBURG CAMP & RETREAT CENTER
822 Route 519 | Johnsonburg, NJ 07825 | 908.852.2349 | www.campjburg.org

Job Title: Associate Director of Operations

Reports To: Executive Director

Status: Full Time, Exempt

Revision: August 6, 2021

Scope of Position:

To help fulfill the mission of Johnsonburg Camp and Retreat Center and represent Johnsonburg in a positive and hospitable manner in all communications and interactions with guests and staff through responsibility for the business and facilities teams (housekeeping and dining services) and daily facility maintenance, service to guest groups, and volunteer supervision/retention.

Goals:

- For all guests to experience the fullness of Johnsonburg hospitality;
- Ensure that financial goals are met;
- Contain costs within budgetary guidelines;
- Maintain facilities in clean and working order to exceed guest expectations.

Responsibilities:

1. Maintain guest service procedures including but not limited to: communicating facility and dining needs and reporting for staff; guest experience evaluations; compliance with all inspections and requirements by regulatory agencies and American Camp Association accreditation.
2. Hire, train, and supervise Dining Services Manager, Housekeeping staff, business office staff, and Facilities manager and work with each of them to streamline processes, reduce costs, and improve guest experience.
3. Order supplies as needed for operations.
4. In areas of responsibility and in areas that affect the entire operation (including, phones, internet, business machines, technology infrastructure etc.), manage contracts with vendors that supply services to Johnsonburg, track their performance, and recommend changes to Executive Director when appropriate. Assist with annual budget preparation, as requested.

5. Ensure safety in all departments, timely upgrades, repairs and facility improvements; appropriate preventive maintenance, develop a life cycle maintenance plan and maintain facility records.
6. Serve as part of the team visioning and implementing hospitality needs for guests, groups, and campers.
7. Host guests as needed- weekdays and/or weekends.
8. Train and supervise volunteers. Follow up with volunteer groups for retention.
9. Serve as director when the Executive Director is off campus or unavailable. This includes leading weekly staff meetings in Executive Director's absence.
10. Oversight of human resource requirements for all departments under supervision.
11. Additional responsibilities related to the position as assigned by the Executive Director or as dictated by the needs of Johnsonburg Camp and Retreat Center.

Qualifications:	Minimum of a bachelor's degree preferred. Experience in the broad aspects of financial management.
Experience:	Prefer 5 years of experience in hospitality and/or supervision.
Skills & Qualities:	Managerial/Supervisory skills. Skills in organizing, analyzing, problem solving, communication (oral and written). Ability and willingness to maintain confidentiality. Experience with database driven systems such as the guest registration software (eg Campbrain) highly desirable.
Work Schedule:	Full-time with some weekend, evening, and on-call work required. Occasional travel may also be required.
Physical Requirements:	This position requires ability to sit at desk/computer for long periods of time. It also requires the ability to walk or move about campus in a way that allows to Director of Operations to actively supervise each department of responsibility. It will also require occasional physical labor on high turn-over days when departments under Director of Operations supervision need extra help. This will include bending, reaching, lifting loads (30lbs or less) repeatedly.
Working Conditions:	Periods of concentrated work. Work collegially with management teams.

Required License / Certification: Current, clear license to operate a vehicle; annual criminal and driving violation background checks; must have (or may obtain) trained pool operator (PPSO) certification; others as deemed necessary.

Core Competencies:

- Team player- able to communicate and work with other members of Johnsonburg team.
- Positive attitude. Cheerful disposition, flexible.
- Ability to work without direct, constant supervision, maintaining accountability.
- Creative, proactive problem solving abilities.
- Ability to communicate effectively, verbally, in writing one on one or in a group setting.
- Personal initiative, ability to understand and embrace the mission vision and purpose.
- Desire to continue personal education and grow to accept more organizational responsibility
- Able to serve diverse cultures and socio-economic groups so that all are accepted and included.
- Personal neatness, dependability, honesty, congeniality and work schedule flexibility.

Benefits:

1. Food service available with the camp community when meals are served.
2. Salary package commensurate with experience (offering salary of \$55-62,000). Full participation in the PCUSA medical and pension plans and three weeks of vacation. Full multi-bedroom house, including all utilities, is also available. The successful candidate will continue to develop skills and knowledge through one-two weeks per year of attendance at conferences, conventions or seminars, funded by Johnsonburg and approved in advance by the Executive Director.