

Job description

Director of Group Experience

About us

Ferncliff is a 501(c)(3) nonprofit organization located just ten miles west of Little Rock, Arkansas. We were founded in 1937 as a place for youth and adults to gather and experience creation in community with one another

Ferncliff Mission Statement: As an expression of God's love, we welcome people into a life of caring for Creation, others and themselves.

There is a *lot* going on at Ferncliff! Over the years we have grown into a multi-faceted organization that has branched in many ways beyond a typical camp and conference center. Today we are a:

- Summer Camp
- Retreat and Conference Center
- Nature Preschool
- Disaster Assistance Center
- Good360 Community Distribution Center

Title: Director of Group Experience

General Responsibility: To plan, coordinate, supervise and evaluate Ferncliff's guest experience.

1. Maintain financial oversight of all related line items proposing budgets and adhering to the approved budgets.
2. Create a system of communication with retreat groups once they are booked.
3. Train and manage interns/volunteers assigned to the hospitality department.
4. Coordinate the ordering of supplies and maintaining inventory.
5. Oversee the use of vendors.
6. Entering schedules and approving timecards for direct reports.
7. Order, receive and monitor inventory of equipment and supplies for Ferncliff's hospitality operations (microphones, sound systems, LCD projectors, etc.)
8. Coordinate and communicate with other staff members to maintain overall quality of provided services for our guest groups.
9. Communicate with maintenance staff repairs needed in a timely manner.
10. Serve as host for user groups and facilitate or provide program leadership for other groups as requested.
11. Serve as an "on call" staff member for groups at Ferncliff being available to problem solve and address their needs.

12. Continue to look for ways to enhance our guest experience through technology, service, facilities, programming, etc...
13. Work to make our operations, facilities and programs more environmentally sustainable.
14. Keep current on the latest trends, technology, and best hospitality practices for camps, retreat centers and non-profits in general.
15. Works closely with Food Service, Housekeeping, Group Sales and Maintenance
16. Other duties as assigned.

Relationships and Accountability:

Directly accountable to the Chief Operation Officer (COO).

Develop relationships and attend meetings of Presbytery and appropriate committees

Develop relationships related to attracting non-profit and faith based guest groups as well as local chambers of commerce and other event hosting communities.

Qualifications:

- Person of Christian conviction, committed to the ongoing mission and programs of Ferncliff and the Presbyterian Church (U.S.A.) as a whole.
- Demonstrated theological understanding of the mission of the Presbyterian Church (U.S.A.) as it relates to Christian nurture and outdoor ministry in the camp and conference setting.
- Demonstrated skills in staff training and supervision, including the ability to develop close working relationships with staff.
- Demonstrated ability to communicate clearly and concisely in writing and to speak effectively before groups.
- A passion for Ferncliff's mission and a heart for hospitality, service, and environmental stewardship.
- Ability to build strong relationships and communicate effectively with people of diverse backgrounds and ages.
- Organized and able to manage multiple logistics and projects simultaneously.
- Proficient in Microsoft Office, Google Workspace, and basic social media platforms.
- Preferred: Bachelor's degree or equivalent experience in nonprofit leadership, ministry, or a related field.
- Preferred: Experience with camps, retreat programs.

Job Type: Full-time exempt

Pay: \$40,000 - \$50,000.00 per year

Benefits:

- 403(b)
- Health insurance
- Optional Dental and Vision
- Staff Discounts at Ferncliff Camp and Conference Center
- Paid time off

Experience level:

- 5 years

Schedule and Location

- Full-time
- Serves as weekend host for retreat groups
- Little Rock, AR 72223: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person