



Director of Operations

Camp Hebron Job Description

Overview

This staff position is a part of the senior staff at Camp Hebron. It is responsible for supervising multiple departments within the staff structure. Departments of camp reporting directly to this position would include. Guest Ministry, Food Service, and Housekeeping. Director of Operations will work with the leadership staff in these departments to develop yearly goals and expectations to complete the ministry goals set forth in the yearly ministry plan.

This position reports to the Executive Director.

Primary Responsibilities

- Provide direct supervision to the Food Ministry Specialist, Guest Ministry Team Leader, and Head of Housekeeping. Assist them in the development of yearly goals and evaluations of those goals.
- Coordinate and implement vision and mission of Camp Hebron through these departments.
- Serve as the orientation leader for all new hires, including instruction on our customer service expectations.
- Assure high quality customer service and guest experiences through proactive communication and providing expectations for high-quality service.
- Take the lead role in opening and closing all cottages prior and after guest use.
- Make sure all departments are meeting requirements for inspections and licensure.
- Work with each department to meet budget expectations, and if needed communicate with Executive Director if changes are needed.
- Provide leadership and guidance to the Guest Ministry Working team as it better prepares Camp Hebron to serve our guests.
- Maintain an updated version of the Camp Hebron host job description and expectations.
- Recruit and train hosts to assist in the care of guest groups.
- Work with the Executive Director in the development of the annual budget as it pertains to the departments supervised by the Director of Operations.
- Work with the Buildings and Grounds Director and Executive Director to create a equipment replacement plan.

Qualifications

This position requires a high level of professionalism, including excellent written and verbal communication skills. Food Service, maintenance, customer service, and other related experience strongly preferred. Ability to work independently and with initiative to drive planning and personal contacts, yet comfortable in a team setting with shared responsibilities. Must exhibit joy, a Christ-centered life, team-oriented attitude and be a natural networker. Some regional travel may be required.

All staff must demonstrate an understanding of and commitment to the mission of Camp Hebron, as well as a mature Christian faith. Involvement in a local congregation and/or faith community is vital. An understanding of the Anabaptist tradition is valued.

