



**TITLE:** Associate Director of Operations  
**CLASSIFICATION:** Regular Full-time Exempt  
**POSTED:** November 29, 2021

Interested applicants should email a cover letter, resume, and contact information for three professional references to:

Doug Walters, Executive Director  
doug@camphanover.org (804) 779-2811

Applications will be accepted until the position is filled.

**PURPOSE:**

To help fulfill Camp Hanover’s mission by ensuring the Food Service, Housekeeping, Facilities, and Hospitality departments deliver outstanding hospitality and guest service, and Camp Hanover property, facilities, equipment, and vehicles are well-maintained, operational, inviting, attractive, safe, and secure.

**QUALIFICATIONS:**

- Be of good character, able to exercise sound and sober judgment in a Christian environment.
- Be Familiar with the Presbyterian Church (USA) and Reformed theology as it relates to Christian nurture and welcome in an outdoor ministry camp and retreat setting.
- Be committed to Camp Hanover’s mission and to fully participating as a member of the Camp Hanover community.
- Have previous facility or property management experience.
- Be familiar with American Camp Association (ACA) Accreditation Standards.
- Be at least 25 years old and have a valid driver’s license with a safe driving record.
- Have experience operating tractors or other heavy equipment or be willing to learn.
- Have experience towing utility trailers or being willing to learn.
- Have experience using a chainsaw or be willing to learn.
- Have or be willing to attain and maintain current Certified Pool Operator certification.
- Have or be willing to attain and maintain current First Aid and CPR certification.
- Be comfortable working indoors and outdoors.
- Be able to sit, stand, bend, kneel, and reach.
- Be able to walk over uneven terrain, climb a ladder, and lift, carry, and move loads up to 50lbs repeatedly.
- Be Self-motivated and able to complete duties with minimal supervision.
- Be a team player. Be flexible. Be well organized. Have effective time management and problem-solving skills.
- Have strong interpersonal, written, and verbal communication skills.
- Be comfortable using computers and other technologies which allow for efficient operations or be willing to learn.
- At minimum, have an Associate degree or Trade School Certificate in a related field or trade.

**PREFERRED EXPERIENCE:**

- Previous facility management experience at a camp, conference, retreat center, especially one ACA Accredited.
- Knowledge and experience with or licensure in maintenance skills including carpentry, electrical, and plumbing.
- Knowledge and experience with groundskeeping, landscape design, well water systems, septic systems.
- Knowledge and experience with basic automotive, mechanical, and equipment maintenance.
- Knowledge and experience with operation and maintenance of low hazard dams, lakes, and floating docks.
- Knowledge and experience with operation and maintenance of swimming pools.

**ACCOUNTABILITY:**

The Associate Director of Operations is accountable to the Executive Director as their immediate supervisor.

**GOALS:**

- Develop, improve, and provide outstanding facilities, amenities, dining experiences, radical hospitality, and recreation opportunities for guests, campers, and program participants.
- Develop, recommend, and implement policies and procedures to improve operational systems, minimize operating costs, and promote efficient use of labor and materials in support of Camp Hanover’s mission.
- Develop, recommend, and implement policies and procedures to enhance the safety and security of the Camp Hanover property, facilities, equipment, vehicles, staff, guests, and participants.

## **SPECIFIC RESPONSIBILITIES (Including but not limited to the following):**

### **A. Administrative**

- Plan for and maintain adherence to ACA Accreditation Standards in their departments, produce all necessary documentation, and ensure department staff uphold standards
- Ensure and maintain compliance with local, state, and federal building codes and safety regulations
- Secure permits for construction, repairs, and renovation as necessary
- In consultation with the Executive Director, develop annual work plans and goals
- In consultation with the Office Manager, coordinate staff scheduling and facility use
- Communicate and coordinate with facility staff, hospitality staff, housekeeping staff, food service staff and program staff to ensure that equipment and facilities are clean, organized, maintained, and ready for use
- Institute administrative practices to ensure accurate record keeping for their departments
- Manage relationships and contracts with vendors, monitor costs and performance, and recommend vendor changes to the Executive Director when appropriate
- Assist the Executive Director with the annual budget preparation as requested
- Monitor expenses and make expenditures as needed within each department's approved budget
- Conduct annual reviews of employees under their supervision
- Maintain current and accurate inventory of equipment and materials for their departments
- Prepare reports as requested by the Executive Director, Property Committee Chair, and Board President

### **B. Facilities Department**

- Oversee Facilities operations, having primary responsibility for the management, inspection, repair, maintenance, and appearance of buildings, grounds, recreation areas, pool, vehicles, equipment, HVAC, utilities, refrigeration, plumbing, electrical, waste management, fire safety, well water, and septic systems
- In consultation with the Executive Director, develop capital improvement plans and oversee site development
- Develop and implement a system to receive and respond to facility maintenance requests from guests and staff
- Develop, recommend, and implement plans to address deferred maintenance issues, preventative maintenance, and life-cycle replacement for all Camp Hanover facilities and equipment
- In consultation with the Executive Director, prioritize projects for completion and negotiate vendor contracts
- Schedule, coordinate, and monitor the work of outside contractors, ensuring quality of work, identifying potential cost over-runs, and keeping Executive Director informed.
- Hire, train, schedule, supervise, support, and if necessary, recommend termination of Facilities Staff
- Recruit, schedule, coordinate, train, and oversee the work of volunteers performing service projects
- Ensure materials and equipment are readily available and in working order for volunteer service projects
- Act as Camp Hanover's representative for inspectors coming onto property
- Ensure roads, pathways, and trails are maintained and kept free of hazards
- Manage implementation of Camp Hanover Forest Stewardship Plan
- Protect and nurture the natural environment of Camp Hanover's 600+ acre property
- Serve as primary contact for facility-related emergencies

### **C. Food Service Department**

- Oversee Food Service operations, ensuring high quality, nutritional menu options are provided, sustainable practices are used, the diverse needs of guests, including those with allergies and other special dietary requirements, are met, and food is properly stored, prepared, and served, using methods that meet or exceed Department of Health regulations and standards for safety, sanitation, cleanliness, and hygiene
- Supervise, support, and if necessary, recommend termination of the Food Service Manager
- Assist the Food Service Manager with hiring, training, and scheduling of Food Service Staff as needed

### **D. Housekeeping Department**

- Oversee Housekeeping operations, ensuring all lodges, cabins, longhouses, meeting spaces, dining areas, and restrooms are clean, attractive, inviting, welcoming, stocked, and ready for guests
- Hire, train, schedule, supervise, support, and if necessary, recommend termination of Housekeeping Staff
- Identify and implement "green" practices relative to cleaning products, supplies, recycling and energy efficiency

#### **E. Hospitality Department**

- Oversee Hospitality operations, creating inviting and welcoming experiences for guests and participants
- Hire, train, schedule, supervise, support, and if necessary, recommend termination of Hosts
- During non-summer months, in consultation with the Associate Director of Programs, hire, train, schedule, supervise, support, and if necessary, recommend termination of Lifeguards and Challenge Course Facilitators
- Develop and implement systems to collect and respond to guest feedback regarding their experience

#### **OTHER RESPONSIBILITIES (Including but not limited to the following):**

- Attend and participate in Camp Hanover Staff Meetings
- Attend and participate in Property Committee Meetings
- Attend and participate in Camp Hanover Board meetings as requested
- Serve as Host for groups as needed
- Other duties related to the position as assigned by the Executive Director or as dictated by Camp Hanover's needs

#### **SCHEDULE:**

This is a full-time position with a flexible schedule and is often not a "Monday-to-Friday, 9-to-5" type of job. Availability on weekends, holidays, and evenings will be required at times. The expectation is the Operations Manager will be readily available to address and resolve hospitality and facility-related issues during summer camp, or those which are beyond the ability or skillset of the Host when a group is onsite during the non-summer months.

#### **RELATIONSHIPS:**

- Reports to and works at the direction of the Executive Director
- Serves as a staff resource to the Property Committee
- Serves as immediate supervisor to the Food Service Manager, and the Facilities, Housekeeping, and Hospitality Staff
- Supervises volunteers and volunteer teams performing service projects
- Serves as part of the camp staff team alongside other staff and volunteers

#### **REVIEW AND EVALUATION:**

The Executive Director shall review the Operations Manager's performance at least annually. This position description and annual work plans shall serve as the framework for the review. The Executive Director shall provide written copies of their review to the Operations Manager and to the Executive Committee of the Board of Directors.

#### **COMPENSATION:**

- \$44,000 Annual Cash Salary, negotiable after successful completion of one year of service
- Employer's share of FICA
- Paid Leave and Medical/Pension benefits according to the Camp Hanover Inc. Personnel Policies\*
- \$400 continuing education funds annually
- Membership in ACA and PCCCA, with expenses paid for attending the PCCCA annual conference
- Reimbursement for mileage or use of camp vehicle for work-related travel
- Reimbursement for approved work-related expenses with receipts required
- Meals when served as part of a camp event

**Camp Hanover is committed to being an Equal Employment Opportunity Employer not only as defined by the U.S. government, but also to include gender identity and sexual orientation. Candidates from Communities of Color, or with fluency in languages other than English, are encouraged to apply.**

*\* Below are Paid Leave and Benefits as outlined in the current Camp Hanover Inc. Personnel Policies. They are subject to change, as the Camp Hanover Board of Directors reviews compensation and benefits offered to employees annually:*

- *Four weeks (28 days) paid leave annually*
- *Enrollment in the PCUSA Board of Pensions medical and pension plan*
- *Camp Hanover pays 100% of Board of Pensions dues, coverage begins first day of employment*
- *\$2,000 medical reimbursement annually for IRS-recognized reimbursable medical expenses, receipts required*