

The Christine Center, Inc.

Position Description – Operations Manager

GENERAL SUMMARY: The Operations Manager is responsible for the efficient and effective day-to-day management of the Center's office, housekeeping, and routine maintenance operations. The responsibilities require a high degree of professionalism to multi-task, prioritize, and ensure a welcoming, safe, and clean environment for guests, visitors, other staff, and our partners in mission. This full-time exempt salaried position reports to the Executive Director and provides an opportunity to play a significant role in fulfilling our mission of providing support to persons of all spiritual paths and our vision of spiritual deepening for global transformation.

PRIMARY DUTIES AND RESPONSIBILITIES

Communications

Within areas of departmental responsibility:

- Facilitate effective communication and coordination of processes and facility needs within and across departments.
- Ensure inquiries and requests of guests, staff, partners, and volunteers are handled in a timely manner.
- Collaborate with Volunteer Coordinator regarding volunteer needs and resources required.
- Oversee communications initiated through front office to a high degree of customer satisfaction.

Operations

Within areas of departmental responsibility:

- Coordinate and participate in regular rotation for coverage of after-hours issues, hospitality, and emergency needs.
- Coordinate management of deliveries, vendors, and equipment maintenance/repair (e.g., HVAC, Fire, Pest Control, and others) in coordination with reporting departments.
- Supervise ordering supplies per departmental needs.
- Assist in ensuring compliance with regulatory standards under direction of Executive Director.
- Develop and/or update procedures, policies, and forms as necessary, in collaboration with appropriate staff.
- Prepare office documents, reports, and general communications to staff and/or guests using computer word processing, spreadsheet, and database software.

Project Management and Maintenance

Within areas of departmental responsibility:

- Oversee and manage the completion of campus and grounds projects, including routine maintenance and one-time projects. Areas include: building construction, building maintenance, landscaping, forest management, road maintenance, plumbing, and others as deemed necessary.
- Coordinate and communicate project timelines and deliverables across departments in a timely manner.
- Work collaboratively with the Executive Director and maintenance to assess facility capacity for upgrades and improvements.
- Work collaboratively with the Executive Director to fulfill project requirements paid by grants and donor funds.

Personnel/Human Resources

Within areas of departmental responsibility:

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- Develop and support a positive team environment.
- Prepare and manage staffing schedule in reporting departments (including PTO).
- Proactively identify and assist with management of staffing needs (e.g., recruitment/retention of staff, student interns, work exchange, etc.) and participate in sick/vacation coverage.
- Assist Executive Director and appropriate staff with interviewing and hiring of staff in reporting departments.
- Coordinate employee orientation and training in reporting departments.
- Conduct performance evaluations, recognition programs, and develop any correction action plans needed with the employee(s) in collaboration with the Executive Director.
- Assist in maintenance of employee personnel records per organizational policy in collaboration with the Executive Director.
- Ensure applicable required state and federal employment law information is followed and posted in collaboration with the Executive Director.
- Ensure organization policies and procedures are followed and posted in collaboration with the Executive Director.
- Ensure that emergency contact information is secured.
- Ensure procedures for various events are in place, communicated, and practiced (e.g., tornado warnings, emergency medical situations) in collaboration with Executive Director.

Guest Experience

Within areas of departmental responsibility:

- Ensure guests and other visitors are greeted in person, by phone, and electronically according to Center's practice of hospitality.
- Ensure guest reservation process is handled efficiently and to the satisfaction of guests and the workshop facilitators or hosts.

Financial

Within areas of departmental responsibility:

- Develop a basic understanding of the bookkeeping and billing system and assist where needed.
- Assist with creation of departmental budgets, track expenditures, and create year-end reports under direction of the Executive Director.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Personal Characteristics:

- Demonstrated ability to manage a department, identifying and managing self and staff to accomplish multiple priorities.
- Ability to handle problem solving including conflict resolution with respect for the individuals involved, confidentiality, and in a timely manner.
- Demonstrated ability to maintain and foster an environment of hospitality for guests, visitors, facilitators, and employees.
- Experience with, and willingness to, assess and implement changes in procedures and process as opportunities identified.
- Welcoming to people from a range of diverse spiritual backgrounds, identities, and life experiences.

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Education and Experience

- Preferred minimum three (3) years of experience working collaboratively with a team or as the manager of a team.
- Post-secondary training or education preferred but not required.
- Professionally has demonstrated decision making driven by values.
- On the job training will be provided.

Knowledge, skills, and abilities

- Evidence of excellent written and verbal communication skills in a wide range of situations (e.g., policies and procedures, vendor contacts, staffing directives), conducting professionally with all.
- Proficient in the use of Microsoft 365 (word processing, spreadsheets, databases).
- Proficient with general office equipment (computers, fax machines, copiers, phones, etc.).
- Demonstrate an ability to learn relevant productivity programs and guest reservation systems.

WORKING CONDITIONS

Physical Demands

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The person is occasionally required to stand, walk, climb, balance, and stoop, kneel, or crouch. The person must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

This position requires flexibility in hours of work; ability to be available in an emergency situation. There are regular evening activities and weekend events requiring presence on campus.

This position is defined as a salaried “Exempt” position.

ACCOUNTABILITY

The person in this position is directly accountable to the Christine Center Executive Director.

DISCLAIMER CLAUSE

The above statements are intended to describe the general nature and level of work required of the job. They are not meant to be an exhaustive list of all responsibilities, duties and skills required.

APPROVED BY: _____
(Christine Center Representative) Date

RECEIVED BY: _____
(Applicant) Date