



Operations Director

The Christine Center

Location: Willard, Wisconsin (on-site)

Status: Full-time, Exempt

Salary: \$52,000 - \$60,000

Reports To: Executive Director

About the Christine Center

The Christine Center is an interspiritual retreat center and residential community in northern Wisconsin. Rooted in a legacy of Franciscan hospitality and welcoming to persons of all spiritual paths, we offer a natural woodland sanctuary for contemplation, spiritual practice, and community.

Our vision—*spiritual deepening for global transformation*—is grounded in our core values of contemplation, hospitality, compassion, simplicity, transformation, and care for our Earth community.

Position Summary

The Director of Operations is a key member of the Christine Center's leadership team and is responsible for the strategic and day-to-day leadership of campus operations. This includes front office, volunteer program, kitchen, housekeeping, and facilities/grounds.

This role ensures that the physical campus, guest experience, and operational systems are safe, reliable, welcoming, and aligned with the Center's mission and values. The Director of Operations leads and supports staff, stewards vendor and project relationships, and collaborates closely with other leaders to ensure guests and retreat groups experience a consistently clean, well-cared-for, and nourishing environment.

Key Responsibilities

1. Leadership & Organizational Strategy

- Serve as a member of the leadership team, contributing to organizational planning, goal setting, and implementation of priorities.
- Translate strategic goals into clear operational plans, systems, and workflows.
- Provide leadership, coaching, and growth opportunities to staff in reporting departments.

2. Operations, Facilities & Campus Management

- Lead the day-to-day operations of the office, volunteer program, housekeeping, kitchen, and facilities/grounds to ensure a high standard of hospitality and care.
- Coordinate maintenance, repairs, and regular upkeep of buildings, grounds, roads, and trails.
- Maintain straightforward systems for work orders, maintenance logs, vendors, and campus projects so that requests are visible, prioritized, and completed.

3. Kitchen Management & Food Ethos

- Oversee the kitchen and our food ethos, ensuring that meal planning and kitchen operations align with retreat schedules, guest needs, and budget guidelines.
- Coordinate and collaborate with kitchen staff to ensure meals are timely, nourishing, and responsive to dietary needs and special requests.

4. Guest Experience & Hospitality

- Ensure a consistently warm and professional welcome for guests, facilitators, and other visitors in person, by phone, and electronically.
- Oversee the guest reservation and registration processes to ensure accuracy, efficiency, and a smooth experience for retreatants, program facilitators, and group hosts.
- Monitor guest feedback related to operations and implement improvements as needed.

5. People Leadership & Team Culture

- Foster a collaborative, values-driven work environment across reporting departments.
- Develop staffing plans and schedules that align with retreat calendars, seasonal needs, and guest volume, including evening and weekend coverage.
- Work with the Executive Director on recruiting, hiring, and onboarding staff and volunteers.
- Provide regular feedback and support to direct reports, including performance check-ins.
- Oversee volunteer program, effectively integrating volunteers into operational workflows.

6. Risk Management, Compliance & Safety

- Help ensure compliance with relevant codes, certifications, and regulations related to facilities, lodging, kitchen, and employment within reporting departments.
- Maintain and periodically update emergency procedures and coordinate staff training and drills as appropriate.
- Identify operational risks and propose practical mitigation strategies to the Executive Director.

7. Financial Stewardship & Resource Management

- Develop and manage annual budgets for reporting departments.
- Monitor expenses and support accurate coding of operational costs.

Qualifications

Personal Characteristics

- Commitment to the mission and values of the Christine Center and comfort working in a contemplative, spiritually diverse environment.
- Demonstrated ability to lead people and projects with clarity, steadiness, and a collaborative spirit.
- Strong problem-solving and conflict-resolution skills rooted in respect, confidentiality, integrity, and compassion.
- Commitment to hospitality—creating a warm, welcoming, and reliable experience for guests, facilitators, staff, and volunteers.
- Comfort balancing “big picture” planning with hands-on involvement when needed.

Education & Experience

- Required: At least five (5) years of experience in operations, facilities, hospitality, or related organizational leadership, including supervising staff.
- Required: Bachelor’s degree in business administration, nonprofit management, hospitality management, or a related field; a combination of education and relevant experience will also be strongly considered.
- Preferred: Experience in a mission-driven, contemplative, spiritual, or retreat setting.

Knowledge, Skills & Abilities

- Solid organizational skills with the ability to prioritize, track details, and follow through.
- Clear and effective communication skills, both written and verbal, with diverse audiences (staff, guests, vendors, volunteers).
- Comfort using Microsoft 365 (Word, Excel, Outlook) and learning reservation, calendar, or project-tracking tools.
- Ability to build positive working relationships across departments and with outside contractors and vendors.

Working Conditions

- This position is based on-site at the Christine Center (near Willard, Wisconsin) and involves regular presence on campus, with typically one day per week available for remote work.
- Weekend hours are regularly required to support retreats, groups, and campus needs, as well as occasional response to emergencies (e.g., power outages, weather events).

- The role requires moving around campus, occasionally lifting up to 25 pounds, and working in a mix of indoor and outdoor environments. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
-

Benefits

- **Mission and Purpose-Driven:** Be part of work that aligns with our mission of offering contemplative support to persons of all spiritual paths.
- **Flexible Work Arrangements:** Options for hybrid work to support work-life balance.
- **Housing Options:** Choose complimentary on-site housing at no cost.
- **Health & Wellness:** Access to a tax-free employee funded Flexible Spending Account (FSA)
- **Student Loan Forgiveness Eligibility:** Position qualifies for Public Service Loan Forgiveness (PSLF) programs due to our nonprofit status.
- **Paid Time Off (PTO):** Take advantage of paid time off to rest and recharge.
- **Free Meals:** Savor nutritious meals prepared on-site during retreats.
- **Retreat Participation:** Participate in some retreats or events at no cost.
- **Friends and Family Discount:** Receive discounts on lodging for friends and family.
- **Community Engagement:** Join weekly community dinners and holiday gatherings.
- **Supportive Environment:** Work in a flexible, compassionate setting where your contributions are valued.
- **Professional Development:** Opportunities for professional growth and development.

Housing: Optional on-site housing may be available within our vibrant and supportive community and is offered as a significant part of the total compensation package. Living onsite provides a unique opportunity to immerse yourself in the Christine Center experience, with easy access to the natural beauty of our woodland sanctuary, Center amenities, and deeper engagement with the center's residential and spiritual community. This benefit helps reduce living expenses and enrich your connection to the work and community.

Community Environment

Our community fosters collaboration, mutual support, and empowerment. Staff enjoy a work atmosphere embracing open spiritual practice. Twice-daily meditation sessions and weekly community dinners enhance unity and personal growth among team members. This holistic approach supports professional development and nurtures personal and spiritual well-being.

Testimonials

"I feel deeply called to this sacred place, to the work we do and the beautiful community we have cultivated at the Christine Center. There is a shared purpose here—a commitment to growth, peace, and love—that fills my heart. It is a fulfillment so profound that I believe this is my landing place; I can't imagine being anywhere else."

— **Valerie H., Programming & Communications Director**

"The opportunity to contribute to an organization that embodies hospitality and care for our Earth community is incredibly rewarding."

— **Melissa T., Staff**

Equal Opportunity Employer

The Christine Center is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Disclaimer

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

Ready to join our team? Here's how to apply:

Send your resume or questions to Linda Cates at catesservices@live.com