



LITTLE EDEN CAMP

OPERATIONS DIRECTOR

INTRODUCTION

Little Eden is a Christian camp started by a group of Mennonite men in the mid 1940's and is a member of the Mennonite Camping Association (MCA) as well as the Christian Camp and Conference Association (CCCA). The camp is membership based (approximately 975 members) who elects a Board of Directors to oversee Little Eden and its operations. The Board hires the Executive Director who then recruits and hires needed staff.

The role of the Operations Director is to provide leadership, along with the Executive Director and Assistant Director, for the day to day operations of the camp and ensuring that guest needs, year-round, are fully met and their expectations are being exceeded. The Little Eden Camp vision is to continue the legacy of camp in creating a warm and comfortable environment which nurtures and encourages relationships to God and others.

JOB DESCRIPTION

PRIMARY RESPONSIBILITIES:

1. Guests

- a) Oversee the Guest Services department.
- b) Assist Guest Services with developing a marketing plan for the non-summer season. Ensure that it is carried out.
- c) Assist with needs of upcoming and current guests including facilities set up and special needs as they arise.
- d) Assist Guest Services hosting guest groups occasionally, ensuring that they can attend worship at least twice a month and take vacations.
- e) Interview and hire necessary local hourly staff for laundry, housekeeping, etc.
- f) Oversee coordination of shoulder seasons (June & September) and mid-week summer turnovers.
- g) Do an annual walk through of facilities prior to next year's budget being developed to make recommendations of updating/renovating structures, facilities, furniture, décor, etc. for the following fiscal year. With input from housekeeping and guest services, bring list to Executive Director.
- h) Make sure that guest expectations are being exceeded.



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OPERATIONS DIRECTOR

2. Computers/Technology

- a) Oversee camp computers and tablets, updating, maintaining, and troubleshooting when needed. Coordinate with off-site LE tech person or other outside tech persons as needed.
- b) Work in connection with the camp off-site LE tech person to ensure the LE program is working properly and updated/expanded to meet the current and future needs of the camp.
- c) Ensure that the camp server is being backed up daily.
- d) Understand the camp's WiFi system ensuring that it works properly, is updated and expanded, when necessary and oversee and troubleshoot needs.

3. Camp Web Site, Social Media & Other Technology

- a) Ensure that the camp web site is current, updating/revamping as necessary. Make sure it is PC, tablet and mobile friendly.
- b) Ensure that Little Eden Camp has a regular presence on social media with timely posts about what is happening at camp.
- c) Use social media for marketing upcoming opportunities that are available.
- d) Develop and oversee other means of technology to further the ministry of Little Eden (i.e. online college applications, electronic communication for newsletters, mass emails).

4. Summer Camps

- a) Assist with recruiting, interviewing, hiring, orientating and supervising summer staff.
- b) Check-in with & assist office manager with the permanent reservation & waiting list reservation process, as needed.
- c) Assist with annual inspections and licensing for summer programming and ensuring compliance in each area.
- d) Prepare summer weekly schedule for summer staff and be the point person for approving changes, coverage when staff are sick, etc.
- e) Be the "face" of Little Eden in the absence of the Executive Director, including dealing with problem guests, leading some programming (i.e. Sunday evening hymn sing or Thursday evening Talent Show) as needed.
- f) Coordinate/oversee craft shop & snack shop, including training, ordering, checking in with staffing, etc.
- g) Assist guests in the office with needs including checking in and checking out.
- h) Attend and participate in summer staff devotions each morning during the summer except on days off or when work shift starts later.
- i) Participate in the Wednesday night summer staff outings.
- j) Assist overseeing and participate in Saturday turnovers.



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OTHER RESPONSIBILITIES:

1. Cover time-sensitive responsibilities for Executive Director, Guest Services & Office Manager on their days off, as needed.
2. Assist with office coverage during office hours.
3. Respond in a timely manner to communications received by telephone, email, fax or other methods.
4. Assist with keeping the office area clean and work space neat.
5. Assist with general needs of the camp.
6. Other duties as assigned by the Executive Director.

QUALIFICATIONS AND EXPERIENCE

Work Experience and Education: Education in related areas. Ten or more years combined education/experience working as an operations director or with customers, guest services, marketing experience, computers/technology, web development and in supervisory roles. Knowledgeable in Microsoft Office programs and accounts receivable experience is necessary.

Skills Required: Possess a passion to give guests a great Little Eden experience and further the kingdom of God through the ministry of Little Eden. Proven experience in job description areas, highly motivated, detail oriented self-starter, guest-focused, ability to manage multiple projects, ability to operate within a budget, computer literacy, cheerful warm disposition, effectively interact with people in person as well as a friendly phone presence, leadership and supervisory skills; a team player. He or she must also:

1. Be able to fully support the mission of Little Eden Camp and Christ's work through this camp and be respectful of the Anabaptist/Mennonite background of Little Eden.
2. Be in good health – be able to stand/work on your feet when needed for entire shift (8-10 hours); be able to lift up to 50 lbs at a time and up to 80 lbs upon occasion; be able to lift, move, twist, bend repeatedly, reach, stack, carry or move furniture or other items, sweep, mop, climb ladders, work in tight spaces, do repetitive motion and other physical activities; have stamina to work 50 to 55 hour work weeks in the summer months.
3. Possess a valid driver's license.

MISSION STATEMENT

The mission of Little Eden Camp is to provide a Christian environment that nurtures and encourages relationships to God and others through fellowship, worship, camping and education.