



Director of Operations

The Director of Operations is responsible for oversight of the day-to-day operations of Highlands Presbyterian Camp & Retreat Center with a commitment to excellence. The Director of Operations is also responsible for maintaining industry standards and practices in all areas of responsibility. This position is a full-time, year-round, salaried and exempt position, supervised by the Executive Director.

GENERAL RESPONSIBILITIES

1. Finance and Accounting to include:
 - a. Weekly accounts payable and accounts receivable, in partnership with the off-site accountant who will prepare all reports.
 - b. Weekly and month-end reconciliation.
 - c. Work with the off-site accountant on monthly and annual reporting.
 - d. Work in cooperation with the Executive Director on the development on the annual budget and long-range budget forecasting.
 - e. Work in cooperation with the Executive Director with the Finance Sub-Committee.
2. Maintenance of Highlands' phone, internet and computer systems.
3. Human Resources to include:
 - a. Oversight of all employee policies and documentation to insure full compliance with state, federal, child care and American Camp Association regulations.
 - b. Review and maintenance of employees files to insure full compliance with state, federal, child care and American Camp Association regulations.
 - c. Work in cooperation with the Executive Director and the Highlands Personnel Committee on personnel matters.
4. The Director of Operations will be responsible for the following operational areas: Guest Services including Housekeeping, Food Service and Maintenance. In each of these areas, the Director of Operations will work with Managers to:
 - a. Oversee the hiring, supervision, training, evaluation and support of staff, both paid and volunteer.
 - b. Plan and set priorities, coordinating the work of each area
 - c. Establish policies, safety practices and operating procedures for each area.
 - d. Review guest evaluations

- e. Manage expenditures throughout the year in keeping with anticipated revenue.
- 5. Operational safety and compliance in all areas of operation.
- 6. Work with managers, the Operations Sub-Committee and the Executive Director on the development of bids, consultations and compliance related to the major equipment, maintenance and infrastructure of Highlands.
- 7. All other duties as needed for the good of the organization.

QUALIFICATIONS

- 1. A professing Christian, preferably from, but not limited to, a Presbyterian or Reformed tradition.
- 2. A mature individual with demonstrated business experience.
- 3. Excellent problem solving skills.
- 4. Detail oriented and accurate.
- 5. Finance and Accounting skills related to accounts payable and accounts receivable.
- 6. Computer literate. Programs currently used by Highlands including: Camp Brain, Outlook, Microsoft Office (Word, Excel, Access, PowerPoint), Payroll and Accounting systems. Demonstrated ability in IT systems upkeep and improvement.
- 7. Ability to “multi-task,” handling a variety of inputs and responsibilities within a limited amount of time.
- 8. Able to anticipate needs of guests and practice hospitality in all aspects of work.
- 9. Must successfully complete a criminal background and fingerprint check, and meet all requirements as listed for our Colorado Resident Camp License.
- 10. Must have a valid driver’s license and clean motor vehicles record.
- 11. Must abide by the Personnel Policies and Sexual Misconduct Policy of Highlands Presbyterian Camp & Retreat Center.
- 12. Congenial, able to relate to others, having a servant’s heart (cf. Mark 9:35).
- 13. Able to see oneself as part of a team, a team-player.
- 14. Exhibit an acceptance of all people no matter their race, religion, national origin, or gender, and to possess the ability to work with those with whom you may not fully agree.