

Nebraska Lutheran Outdoor Ministries

Job Description

Position Title: Director of Operations

Date: April 2022

Reports To: Executive Director

At Nebraska Lutheran Outdoor Ministries, in places set apart, we live out faith in ways that show everyone they belong and are unconditionally loved by God.

Position Description

The Director of Operations will serve as a strategic leader, building and influencing the NLOM team to deliver ministry at the highest level. They will provide operational leadership and oversee human resources function for the organization, as well as manage the Guest Services department.

Position Responsibilities

Operational Leadership

1. Ensure a shared vision and goals for future of NLOM
2. Serve as a member of NLOM's six-person Director Team
3. Participate in strategic planning for NLOM
4. Other duties as assigned by the Executive Director

Management of Guest Services Team

1. Provide direct management to the team responsible for caring for our guests, including sales, booking, food services, housekeeping, laundry, and hospitality services
2. Ensure that guest hospitality is maintained at the highest level
3. Meet annually with NLOM's Executive Director to establish future pricing structures for lodging, meeting space, meals, and programs
4. Partner with Buildings and Grounds staff to make sure that on-going maintenance and major renovations of facilities are completed and done without disrupting business
5. Track and periodically report statistics related to the business of the Guest Services department
6. Follow up on guest feedback to strive to improve NLOM's services
7. Monitor and control costs associated with the delivery of services to our guests
8. Aid hosting, food service, and housekeeping functions in hands-on fashion, as needed
9. Annually evaluate the performance of all Guest Services staff and meet with each one to discuss
10. Partner with Marketing and Communications to provide guest opportunities to be marketed and to create an annual marketing plan

Human Resources

1. Create staffing plans and procedures for recruitment, selection, on-boarding, evaluations, training, and ensuring the morale and well-being of all staff
2. Review and refine job descriptions for all staff
3. Assist in the preparation of the annual NLOM budget
4. Work with the Executive Directors and Board of Directors to keep the Employee Handbook fresh and up-to-date.

Professional Expectations and Requirements

1. Adhere to the standards of the American Camp Association
2. Maintain the confidentiality of sensitive matters and materials
3. Thorough understanding of NLOM's policies and practices

Skills and Qualifications

1. Passion for the faith in Jesus Christ and the ministries of NLOM
2. At least 5 years Operational Leadership, Staff Management, and/or Human Resources experience
3. Understanding and appreciation of ELCA theology
4. Excellent organization and planning abilities
5. Staff and volunteer leadership
6. Be a team player
7. Ability to see the "big picture" and proactively respond
8. Analyze options and to make wise decisions
9. Experience with budgeting
10. Ability to make persuasive presentations
11. Good verbal and written communication skills
12. Proficiency in Microsoft Office (especially Word and Excel)
13. Attain a working knowledge of the software programs that support the Guest Services department