

## **SISTERS OF MERCY**

### **Director of Mercy Center located in Burlingame, CA**

**Position Summary:** The Mercy Center Burlingame (MCB) Director provides leadership for a team of professionals, staff, adjunct faculty and volunteers in providing the ministry of spiritual enrichment and hospitality consistent with the mission and values of the Sisters of Mercy. The Director collaborates with and inspires others to animate the ministry of Mercy, supporting Mercy Charism and the Critical Concerns in all programs and activities. The Director is in consultation with the WMW Community, MCB Advisory Board and the Mercy Spirituality Ministry Directors Network for planning, mission alignment, collaboration and program development with guidance.

#### **I. Position Responsibilities: Program Development**

- a) Collaborate with the Mercy Center Advisory Board, staff and adjunct faculty in establishing programming.
- b) Assure the facilitation and/or leadership of hosted or Center sponsored retreats, workshops, prayer services, contemplative groups, support groups and other liturgical events that uphold the mission of the Center and extend the charism of the Sisters of Mercy.
- c) Collaborate with those leading East West Meditation, Enneagram workshops and other typologies, grief work, body/mind/spirit programs and mindfulness programs.
- d) Coordinate and/or offer spiritual direction services.
- e) Recruit new talent such as program leaders, retreat directors, hosted group presenters and volunteers.
- f) Respond to the signs of the times, creating new programs, restructuring and redesigning programs and events in light of changing demographics, trends and campus development.

#### **II. Position Responsibilities: Operations, Management and Finance**

- a) Develop and manage strategic plans and annual operating /budgets.
- b) Supervise, lead, and develop talent of Retreat Center staff and adjunct faculty.
- c) Coordinate and support external presenters and volunteers in collaboration with staff.
- d) Collaborate with Human Resource specialists to recruit, retain, manage, mentor, resolve conflict and uphold WMW policies. Prefer experience managing in CA with knowledge of state labor laws.
- e) Manage deadlines, learn new technologies and provide oversight to marketing efforts and staff for internal and external communications.
- f) Provides monthly operations reports.
- g) Management of facilities in collaboration with Plant/Grounds Manager to maintain safe, esthetically and environmentally appealing sacred space.
- h) Manage and work collaboratively with the business office staff to manage the program calendar, marketing, registration, revenue collection, agreements and payments, website, electronic systems.
- i) Work with and communicate with a wide range of internal staff and external groups.

- j) Supervise the management of retail bookstore operation.
- k) Experience in managing a budget in excess of 1M in revenue.

**III. Position Responsibilities: Hospitality and Community Engagement**

- a) Foster collaborative relationships with campus and WMW managers from the following support departments: Campus Administration, facilities/grounds; housekeeping; dietary and IT in support of efficient Mercy Center operations.
- b) Work closely and collaboratively with Sisters to organize calendars, services and events and support internal gatherings/events.
- c) Experience with public relations and communications.
- d) Manage hosted and sponsored events to include planning, marketing, reservation management, collaboration with internal support departments and external planners/facilitators.

**IV. Position Responsibilities: Business Development & Mission Advancement**

- a) Oversee publicity efforts developed by MCB communication staff, collaborating as appropriate with other professionals in the WMW Community.
- b) Represent Mercy Center to outside groups including local, regional and national levels
- c) Represent the Center in various support organizations such as Retreats International, Spiritual Directors International, Diocesan departments, and other organizations.
- d) Work with marketing consultant and MCB Staff to assure promotional material, database and website attract registrants to Center.
- e) Work collaboratively with diocese, parishes and ecumenical collaborations in providing retreat and educational opportunities.
- f) Work collaboratively with the WMW Development office to secure funds in the form of annual giving, retreatant donations, donor support and endowment funding to offset operational expense.
- g) Work collaboratively with other stakeholders as the Burlingame Campus Planning and transformation evolves over next several years as requested by WMW Community or Institute Leadership.

**V. Position Responsibilities: Accountability**

- a) Communicate regularly with WMW Administrative Leadership Team, the Institute Leadership Team and Mercy Spirituality Ministry Directors Network.

**VI. Position Qualifications: Required**

**Education:** Master's Degree in Theology/Spirituality or Pastoral Ministry or equivalent.

**Preferred Education:** Doctorate in Theology/Spirituality or Pastoral Ministry with MBA or other business-related degree. Educational training and supervision in

Spiritual Direction.

## **VII. Experience**

### **Required Experience:**

- Demonstrated leadership skills
- Preferred experience in a midsized non-profit organization with business operations experience.
- Minimum of 7-10 years of related experience in retreat/conference center administration and spirituality/theology.
- Proficiency in public relations and communications to extend hospitality to persons and groups from a wide range of cultures, including welcoming international participants and guests.
- Ability to attract and maintain donor base.
- Experience with financial reporting, accounting systems and electronic banking transactions.
- 5-7 years of supervisory experience with a variety of employee skill sets.
- Computer literacy with experience in Office 365.
- Experience with donor databases or CRM database with retreat/conference center software.

### **Preferred Experience:**

- Preferred leader in ministry as evidenced through networking, publishing and reputation. Ability to teach and present on a variety of ministry topics.
- Spiritual direction, pastoral and liturgical ministry experience preferred.
- Training in spiritual formation and supervision of spiritual directors preferred.
- Experience with communities of Women Religious and understanding of Catholic theology.
- 5-7 years of supervisory experience with a variety of employee skill sets.
- Well-grounded in the Catholic identity and traditions and prefer a basic understanding of Mercy charism, Mercy Critical Concerns and values.
- Parish work helpful.

**Other:** Hours need to be flexible to include evenings, weekends and some overnights as needed. Cultural competence and open to a variety of expressions of faith, prayer, spiritual traditions and ritual. EOE.

### **Essential Physical Functions:**

**Physical Activity:** Occasionally, the employee may be required to push/pull/lift/carry objects up to 25 pounds, and/or a negligible amount of force constantly to move objects. The employee is regularly required to stand, walk, climb stairs and sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms. The employee must be able to consistently perform keyboard skills.

**Sensory:** Frequently must be able to read fine print and be able to discriminate color. The employee consistently views computer terminals, and consistently must be able to distinguish sounds via warning systems, alarms, etc. Must possess the ability to speak with clarity, while also understanding others using the English language. Spanish preferred. Specific vision abilities required by this job include close and distance vision.

**Reasoning/Cognitive Ability:** Consistently concentrate on fine detail with some interruption. Attend to task/function for more than 60 minutes at a time. Ability to understand and relate to concepts behind specific ideas and remember multiple tasks/assignments given to self and others over a period of days.

**Environmental Conditions:** Functions in a general office environment under normal conditions.

**Equipment Usage:** The equipment utilized is that equipment common to the operation of an administrative department: consistently operates various computer hardware/accessories, fax, telephone, printers, adding machine, and copy machine.

**Mathematical Skills:** Ability to calculate numbers and amounts such as discounts, interest, commissions, and percentages. Ability to apply concepts of basic math to various work sites.

Sisters of Mercy offers a comprehensive benefit package that includes medical, dental, vision, 403(b) plan, flexible spending plan, life and disability insurance, vacation and sick pay.

Qualified candidates may email cover letter and resume to  
Teresa Morrow [jobs@mercywmw.org](mailto:jobs@mercywmw.org)