



Christ the King Passionist Retreat Center

POSITION DESCRIPTION 2021

POSITION TITLE	Operations Specialist
REPORTS TO	Executive Director
TENURE	Full time: Exempt

PRIMARY OBJECTIVE OF THIS POSITION

The Operations Specialist will oversee the day-to-day operations of the Retreat Center and establish a welcoming atmosphere that enables the participation of everyone within the traditions of the Passionist Charism.

KEY WORKING RELATIONSHIPS

Executive Director
Bookkeeper
Development Coordinator
Events-Hospitality Coordinator
Housekeeping
Executive Chef
Ground and Maintenance
Other staff as needed
Local Vowed Passionist Community Superior

DUTIES:

- Assist the Executive Director in planning, organizing and coordinating functions relating to the operation of the Retreat Center.

Personnel/Staff/CALOSHA:

- Coordinate schedules and tasks to achieve optimal work production in the following departments: administrative, hospitality, housekeeping, grounds and maintenance.
- Maintain records on vacations, personal and sick leave for employees.
- Knowledge and experience with Human Resources policies, protocols and procedures.
- Experience with processing payroll.
- Conduct the yearly workers' compensation insurance audit.
- Ensure that any needed workers' compensation claims and accident reports are completed and handled.

- Organize training in specific areas where necessary e.g. OSHA.
- Work with vendors and agencies to ensure inspections are conducted successfully and issues are resolved.
- Update job descriptions and assists with annual staff reviews.
- Help with the onboarding process including screening, interviewing and hiring candidates.
- Train new hires as necessary and ensure policies and procedures are followed.
- Keep up-to-date with the current market trends and industry forecasts for hospitality.
- As the official OSHA officer for the Retreat Center, conduct regular meetings of all staff to address issues and ensure all paperwork and practices are current.
- Ensure first aid kits are kept up-to-date.

Financials:

- Set pricing and conditions for all retreats, hosted groups and events with the Executive Director.
- Work with the Executive Director to monitor the adherence to budget by departments.
- Monitor expenses and budget in line with the finance and accounts department.
- Knowledge and experience using QuickBooks.

Facilities/ Environment:

- Ensure regular maintenance is carried out and oversee maintenance requests so that property is kept in good repair.
- Organize outside contractors for repairs and maintenance when needed.
- Direct maintenance crew in facilitating the environmental needs of the facility.
- Contact service and repair personnel when necessary.

Office Management/Hospitality:

- Work with the Executive Chef and kitchen staff to ensure a high standard is maintained.
- Oversee the Events-Hospitality Coordinator.
- Lead all front office functions.
- Work with the Executive Director to approve the purchase of all equipment and office supplies.

Development:

- Assist Executive Director in overseeing all development activities and projects when needed.
- Ensure accurate record keeping in all activities.

Other Duties:

- Process building insurance claims.
- Hosted group support: record all deposits and payments for hosted events and provide copies to the Bookkeeper.
- Maintain postage in postage meter, and orders supplies for meter as needed.

- Assist with customer service, when necessary, consisting of backing up the telephones, and hospitality with our guests.
- Maintain an updated client, customer, contractor and supplier management system.
- Provide recommendations and suggestions for improvements in any aspects relating to increased performance.
- Maintain all documents pertaining to all departments and operations of the Retreat Center.
- Assist with events planning and executing the various needs and their tasks, as required.
- All other duties as assigned.

CANDIDATE SPECIFICATIONS

- Proven experience in working in non-profit business operations or sales operations.
- Excellent oral and written communication skills.
- Strong problem solving, analytical, organization and time management skills.
- Ability to be a team player keen on promoting the Retreat Center to the wider community.
- Ability to be enthusiastic, well organized, flexible and have high standards of personal achievement.
- Ability to adapt to different situations and change work processes to accommodate customer needs.
- Ability to work effectively with minimal supervision.
- Knowledge of handling general office equipment.
- Physical capability of standing or sitting for long hours each workday.

OTHER CONDITIONS

- All staff at Christ the King Passionist Retreat Center are required to undertake a Diocese of Sacramento background check.
- All staff are required to be aware of Work Health and Safety policies of Christ the King Passionist Retreat Center.
- All staff are required to familiarize themselves with the direction of the Staff Handbook.
- During your employment you are required to observe all policies and procedures. These have been established to ensure that we meet the ethical, quality and industrial standards necessary for a high level of professionalism.

Christ the King is a small, not for profit organization which requires all employees to multi-task and often assist in areas outside of their usual domain.

Print name	Signature	Date
EMPLOYEE:		
Executive Director:		