**Director of Operations – Position Description**

**St. Thomas More Center**

**Job Title:** Director of Operations

**Position Type:** Fulltime, Exempt

**Corporation:** St. Thomas More Center

**Reports to:** Executive Director of the St. Thomas More Center

**General Responsibilities:**

The Director of Operations of the St. Thomas More Center is responsible for facilities decisions, process improvement, overall maintenance, and capital improvements. As a leader within an affiliated nonprofit corporation, the Director of Operations has day-to-day operational responsibility for maintenance of buildings, grounds, and equipment, along with vendor relationships. The position will support a faith-filled, nurturing, safe and fun community that promotes Gospel values and the teachings of the Roman Catholic Church.

**Essential Functions:**

* Assures that the philosophy and mission of the St. Thomas More Center is apparent in the performance of duties. Communicates and promotes a strong commitment to the Center’s philosophy, mission, strategic plan, and Catholic identity.
* Supervises and monitors maintenance staff. Recruits, trains and annually evaluates employees to ensure compliance with Diocesan and secular laws, with special attention to the Safe Environment Program, as required by the Diocese of Des Moines.
* Responsible for providing a safe and secure physical environment for campers and staff. Promotes and requires a safety culture of all staff, counselors and volunteers that ensures the wellbeing of everyone on the property.
* Responsible for appearance, functionality and maintenance of buildings, grounds, and equipment (i.e. high ropes) owned by the corporation.
* Responsible for development of equipment replacement and facilities upkeep schedules, and timely acquisition of approved replacements.
* Responsible for developing process improvement initiatives that enhance functions or improve financial performance of the organization.
* Initiates and maintains accurate records of equipment purchases and facilities documents (construction documents, blueprints, site surveys, renderings, certifications, and licenses).
* Responsible for scheduling routine and special cleaning projects and equipment repairs to minimize conflicts with scheduled events.
* Responsible for operation and maintenance of the swimming pool, high adventure activities, lawn care and snow removal.
* Responsible for keeping the kitchen up to code as well as training seasonal staff on best practices for cleanliness and safety.
* Participates in the development of the operating budget and capital expenditures of the organization; and assists with risk management, facilities management, and technology infrastructure support.
* Manages and initiates the day-to-day cash functions of the Center, including deposits, accounts payable, accounts receivable, and monthly reconciliations. Oversee work of bookkeeping staff/vendor.
* Oversees the routine purchases of the organization, including food and maintenance and cleaning supplies. Avoids shortcuts that might save dollars at the expense of safety.
* With a focus of safety first and meeting all codes, recommends the use of outside contractors for operational tasks that our beyond the scope of staff expertise. Supervises the work of contractors onsite to ensure Safe Environment Program compliance.

**Additional Functions:**

* Coordinates volunteer work days by outside groups to ensure priority projects are selected, safety is maintained, and building and construction codes are upheld.
* Provides backup support to activity staff during camp and retreat activities, as needed, to ensure staffing ratios and safety of participants. Assist with hospitality, as needed, for youth and young adults, parents/guardians, and other guests when visiting unexpectedly.
* Assists the maintenance staff in keeping grounds and equipment in good order as needed.
* Responsible for the annual review of the fixed asset list of the corporation.
* Completes other assignments as directed by the Executive Director.

**Essential Relationships:**

* Supervises paid maintenance staff.
* Supervises vendors and contractors providing services.
* Works closely with summer paid staff to ensure facilities and equipment are in proper working order or issues/repairs are addressed in a timely fashion.
* Engages with youth and young adults and their parents/guardians throughout work day.
* Works with the Diocesan Director of Property Management, and other diocesan staff.

**Minimum Knowledge/Skills and Abilities Required:**

* Earned a bachelor’s degree in project management, business, operations or a related field from an accredited institution.
* Minimum of five years of experience in facilities operation, building maintenance, or construction management.
* Holds a valid Iowa driver’s license.
* Preferred experience in Catholic youth and young adult ministry or campground related operations.
* Proven experience and skills in directing and supervising volunteers.
* Excellent oral and written communications skills, including an ability to problem-solve in difficult conditions.
* Must have and maintain, or be able to obtain prior to hiring, ServeSafe Certification and Certified Pool Operator status.

**Working Conditions:** The work environment characteristic described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms.
* Frequently required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl.
* Frequently required to lift and/or move up to 50 pounds regularly and occasionally lift and/or move up to 100 pounds.
* Frequently operates loud machinery for hauling, mowing or snow removal.
* Regularly exposed to outside weather conditions.
* Noise levels in the work environment are consistent with activities involving 175-200 youth.
* Ability to perform under stress when confronted with an unusual, dangerous, or emergency situations, or in situations when working speed and sustained attention are crucial.
* Ability to maintain a high standard of courtesy and cooperation in dealing with youth and young adults, parents/guardians, and co-workers despite the stress of a camp environment.

**Special Conditions:**

* This position will work from the St. Thomas More Center near Panora.

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.