

Liebenzell Christian Retreat Ministries Director

Full Job Description

Status: Full Time, Exempt

Relationships:

1. The Director reports to the Christian Retreat Ministries Committee and also serves as a consulting member of the Board.
2. The Director, in partnership with other members of the Management Team, provides for the spiritual leadership and strategic direction of Liebenzell USA.
3. The Director will collaborate on issues and projects of common interest and concern, and will offer encouragement, in accountability with the other members of the Management Team.

Leadership:

To direct all the activities and represent LM Retreat Ministries in a positive and hospitable manner during all interactions and communications with our guests. Instruct all staff -- from the registrar, to the dining room help, the maintenance as well as all volunteer help -- to reflect the love of Christ!

Objectives:

Ensure that our guests experience the fullness of LM RM hospitality.

Ensure that financial goals are met.

Broaden the use of Retreat facilities by churches, schools and Christian groups through proactive interaction with pastors and leaders.

Contain costs within budgetary guidelines;

Maintain facilities in clean and working order to exceed guest expectations.

Responsibilities:

1. Network with Pastors and Ministry Leaders within the geographic reach of Liebenzell to promote and expand the use of the Retreat Center.
2. Maintain guest service procedures including but not limited to: communicating facility and dining needs and reporting for staff; guest experience evaluations; compliance with all inspections and requirements by regulatory agencies and American Camp Association accreditation.
3. Hire, train, minister to and supervise Dining Services Manager, Housekeeping staff, business office staff, and Facilities manager and work with each of them to streamline processes, reduce costs, and improve guest experience.
4. Order supplies as needed for operations.
5. Manage contracts with vendors that supply services to RM in all areas of responsibility and cooperate with other Liebenzell departments in areas that affect the entire operation (including, phones, internet, business machines, technology infrastructure etc.), track

their performance, and recommend changes to the Committee and/or Director as appropriate. Assist with annual budget preparation, as requested.

6. Ensure safety in all departments, manage timely upgrades, repairs and facility improvements; ensure appropriate preventive maintenance, develop a life cycle maintenance plan and maintain facility records.
7. Serve as part of the team developing and implementing long-term vision and hospitality needs for guests, groups, and campers.
8. Minister to guests as needed- weekdays and/or weekends.
9. Oversee the onboarding, training and supervision of staff and volunteers. Minister to volunteer groups for improved retention.
10. Lead weekly staff meetings to review prior weeks activity and ensure preparedness for the next week.
11. Oversight of human resource requirements for all departments under supervision.
12. Additional responsibilities related to the position may be dictated as needed.

Qualifications:

Minimum of a bachelor's degree or equivalent experience preferred.

Experience in the broad aspects of financial management.

Expectations: 5 Years of experience in Retreat Ministry, hospitality and / supervision.

Skills & Qualities: Managerial/Supervisory skills. Skills in organizing, analyzing, problem solving, communication (oral and written). Ability and willingness to maintain confidentiality. Experience with database driven systems such as the guest registration software is highly desirable.

Work Schedule: Full-time with frequent weekend, evening, and on-call work required.

Occasional travel throughout the Northern New Jersey region will also be required.

Physical Requirements: This position requires the ability to sit at a desk/computer for long periods of time. To walk or move about campus in a way that allows the Director to actively supervise each department of responsibility. It will also require occasional physical labor on high turn-over days when departments under Director's supervision need extra help. This will include bending, reaching, lifting loads (30lbs or less) repeatedly. Ability to drive for up to one hour during all weather conditions.

Working Conditions: Periods of concentrated work. Work collegially with management teams.

Required License / Certification: Current, clear license to operate a vehicle; annual criminal and driving violation background checks; must have (or may obtain) trained pool operator (PPSO) certification; others as deemed necessary.

Core Competencies:

Agreement with the Liebenzell Mission USA Statement of Faith, a willingness to function within the rich Christian tradition of LM, and an ability and commitment to lead in a Biblical manner.

Team player- able to communicate and work with other members of the LMUSA team.

Positive attitude. Cheerful disposition, flexible.

Ability to work without direct, constant supervision, maintaining accountability.

Creative, proactive problem solving abilities.

Ability to communicate effectively, verbally, in writing, one on one or in a group setting.

Personal initiative, ability to understand and embrace the mission, vision and purpose.

Desire to continue personal education and grow to accept more organizational responsibility

Able to serve diverse cultures and socio-economic groups so that all are accepted and included.

Personal neatness, dependability, honesty, congeniality and work schedule flexibility.