

Operations Manager
Ferry Beach Park Association
Job Description

General: The Operations Manager is responsible for the day-to-day operations of a not-for-profit retreat and conference center on the beach in Saco, Maine. As a conference and retreat center, our guests are a blend of long-standing, multi-day conferences as well as single-day events. This position includes overseeing hospitality personnel, ensuring that the facilities are properly maintained, taking steps to ensure customer satisfaction, and overseeing the upkeep of administrative and financial records. The successful applicant will work under the direction of the Executive Director, and in cooperation with the Ferry Beach Staff, to provide an excellent experience for all of our guests.

Key Skills: The successful applicant will employ their communication, leadership, management, motivational, and supervisory skills on a day-to-day basis with the goal of providing excellent customer service and staff support. Computer literacy, organizational skills, long-range planning and the ability to multi-task are equally important attributes. As a small operation, position may be required to help with moving, set up and light maintenance.

Job Duties: The Hospitality/ Operations Manager is:

1. **Ferry Beach is fully staffed with competent people who are well trained, schooled in customer service and work effectively as a team.**
 - a. Recruit, hire, and train (and in some cases release) staff who will work in the dining hall, registration office, housekeeping, programming, campground and grounds. Hire, supervise, and support lead staff in Dining Hall, Registration, Housekeeping and the Store.
 - b. Coordinate with Maintenance staff and supervise Housekeeping and Registration Managers.
 - c. Provide direct supervision of Hospitality Staff (who set up rooms for programming, providing lighting and sound).
 - d. Coordinate with Chef who directs food service and food service staff.
 - e. Coordinate staff schedules to meet daily needs in cooperation with Department Supervisors.
 - f. Oversee the operations of the Ferry Beach store. (Includes scheduling personnel, ordering merchandise and tracking inventory).
 - g. Assure that Ferry Beach works closely with J-1 Visa organizations to obtain additional summer help. Attend recruiting events at local schools for seasonal labor.
 - h. Coordinate in off season, work opportunities with other similar organizations to “job share” seasonal staff.
 - i. Ensure that Ferry Beach complies with all labor standards and laws.
 - j. Coordinate and sign off on payroll of persons supervised by position for bi-weekly payroll.
 - k. Maintain records of all activities related to personnel.
 - l. Address and support the development and maintenance of a team.
2. Ferry Beach guests are well taken care of and enjoy their stay at a facility that addresses their needs.
 - a. Create quality control standards and procedures (as needed) for each department and position, and ensure their implementation and execution.
 - b. Evaluate the satisfaction of guests daily through communicating with guests and conference/ event leaders and providing timely feedback to staff in all departments.
 - c. Practice management by walking around and taking part.
 - d. Investigate any complaints and address any legal or insurance concerns.

- e. Monitor/oversee customer comfort pertaining to rooms, dining experiences, recreation facilities and security and maintenance.
3. Ferry Beach resources are well utilized and we are fulfilling our mission.
 - a. Maintain a single calendar for event tracking.
 - b. Work with program and special events staff to develop new mission driven events from initial contact to contract stage.
 - c. Address issues of organizational and staff capacity as well as mission compatibility in all events scheduled.
 - d. Maintain relationships with existing event leaders for repeat events.
 4. Ferry Beach is a successful organization, delivering on its mission and using its resources wisely to make the world a place that works for all of us.
 - a. Shoulder season may include work on outreach, scheduling, maintenance, fundraising, database management, recruitment and other duties as assigned.
 - b. Suggest improvements based on observation, practice, and ideas.
 - c. Work closely with Executive Director to fulfill strategic planning goals.
 - d. Be an active member of the team of staff, volunteers, members and board who assure the sustainability of Ferry Beach.

Competencies

1. Technical Capacity: computer, lighting, sound.
2. Problem Solving/Analysis.
3. Supervision and Human Resources
4. Customer/Client Focus.
5. Decision Making.
6. Project Management.
7. Communication Proficiency.
8. Teamwork Orientation.

Supervisory Responsibility

This position manages employees and is responsible for leadership, performance management and hiring of the employees within its department.

Work Environment

This job operates in a professional environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. Be able to walk 3-5 miles per day in the execution of their job in the summer months;

- Be able to lift up to 50lbs (chairs, tables, slide projector, computers, beds) in day to day operations;
- Be able to work in all weather conditions primarily during the summer months, but also in the fall, winter and spring; and,
- Possess a valid driver's license.

Position Type/Expected Hours of Work

This is a full-time exempt position and hours of work and days are varied. In the summer, evening and weekend work will be required as job duties demand.

Travel

Travel is primarily locally during the business day, although some out of the area travel and overnight may be expected in the off season.

Required Education and Experience

- 1. Bachelor's degree in operations management, business management or equivalent and 5-7 years previous operations management experience, including forecasting, scheduling and real-time operations management.
- 2. Experience in a retreat and conference center.
- 3. Experience supervising, coaching and developing staff.

Additional Eligibility Qualifications

Relevant training certifications helpful.

AAP/EEO Statement

Ferry Beach is an equal opportunity employer.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by management:

Executive Director _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____