

Loch Leven Christian Camp and Conference Center
Christian Church (Disciples of Christ) Pacific Southwest Region

CAMP MANAGER – LOCH LEVEN

Salary: \$50,000 annually. Benefits include Medical, dental, and pension. On-site housing is a benefit and a requirement of the position (negotiable).

Opening Date: December 17, 2018

Closing Date: February 18, 2018 5pm

Start Date: May 2019

Please email: Cover letter, Resume, and additional question responses to: PSWRHR@gmail.com

About Loch Leven and the PSWR:

Loch Leven is a camp and retreat center owned and operated by the Christian Church (Disciples of Christ) of the Pacific Southwest Region. The facility operates year-round with accommodations for 150+ guests. We are in the foothills of the San Bernardino mountains on 160 acres at 3900' elevation. It began as a hunting and fishing lodge in 1928 and has been owned and operated by the PSWR since 1956. The nearest service towns are Redlands and Yucaipa (~10 miles). Loch Leven serves populations from within and without the faith community.

Our Mission is to be an intentionally accessible and hospitable meeting place where all guests can enjoy fellowship and spiritual renewal. We actively promote conservation, preservation and appreciation of Loch Leven's unique environmental and historical resources.

For the members of the Christian Church (DOC), Loch Leven exists to further the mission of the Pacific Southwest Region by providing facilities and programming which provide a place of wholeness of church, a place to deepen one's relationship with God, to renew oneself, and create new relationships.

THE PACIFIC SOUTHWEST REGION (PSWR) IS A MINISTRY OF [THE CHRISTIAN CHURCH \(DISCIPLES OF CHRIST\)](#). THE PSWR IS HOME TO OVER 110 CONGREGATIONS THAT SPEAK MORE THAN SIX DIFFERENT LANGUAGES IN SOUTHERN CALIFORNIA, SOUTHERN NEVADA AND HAWAII. WE ARE A PEOPLE WHO WELCOME ALL TO THE LORD'S TABLE, AS GOD HAS WELCOMED US.

Position Summary:

The Camp Manager is responsible for all aspects of camp operations and programs. The CM will manage the human, natural, and financial resources of Loch Leven. Loch Leven is in a period of transition and expansion and the CM will be responsible for prioritizing and managing projects in addition to operations.

The CM will be responsible for:

- the overall administrative, organizational, and supervisory management of a camp and retreat center including day to day operation, guest services, development, supervision of year-round programs, and the supervision and professional growth of staff including prioritizing and assigning work and conducting performance evaluations.
- the overall usage, maintenance, and repair of facility including two lodges with commercial kitchens, multiple dorms, outbuildings, staff residences, workshops, fleet and utility vehicles, paved and dirt roads, retaining walls, ramps, an independent water system, swimming pool, ropes course elements, and septic systems as well as be the project manager on routine and large-scale projects.
- the stewardship of 160 acres of wildland-urban interface with diverse ecosystems including a Class I stream and prominent local historical features.

The CM shall:

- Conduct operations with a high level of emotional intelligence and maturity, which includes the ability to act calmly under duress, to make critical decisions in a quick and logical manner, and to handle conflict in a sensitive, loving yet firm manner that leads to growth for all concerned.
- Possess excellent administrative and management skills, including project, program, financial, facility, records, and personnel management, marketing, public relations, and customer service.
- Provide creative win-win solutions to complex issues and concerns in a professional manner.
- Build and maintain effective professional working relationships with a wide variety of stakeholders. This includes communicating professionally with these constituents and being at ease speaking publicly and privately.
- Be able to work independently with a high degree of self-motivation, and organization.
- Be comfortable with core maintenance operations of site and facilities and be able to manage large scale projects related to infrastructure improvement.
- Live on-site and be available on-call to provide emergency assistance as needed.

Description of Duties and Tasks:

The following description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this position. Reasonable accommodations may be made in appropriate circumstances to enable qualified individuals with disabilities to perform the essential functions of this job.

A. Administration

- i. Execute existing and future strategic and operating plans, including short and long-term goals.
- ii. Conduct operations in compliance with local, state and national codes and laws.
- iii. Represent the Board with all governmental & regulatory agencies, including those of health and safety.
- iv. Develop contacts and negotiate costs with selected competitive vendors.
- v. Respond to all complaints in a professional and timely manner.
- vi. Oversee and enforce the implementation of Health Care and Risk Management protocols.
- vii. Serve as, or assign appropriate Loch Leven staff to serve as, an ex officio member on all camp related committees.
- viii. Ensure that Loch Leven maintains ACA accreditation.
- ix. Establish sound written office operational procedures.

B. Promotion

- i. Proactively target new groups/organizations to increase the user base. This includes regularly calling and/or visiting new possibilities, including churches, schools, organizations.
- ii. Keep PSWR marketing staff and committees apprised and assist in other efforts.
- iii. Develop and maintain appropriate and timely print, media and online marketing and promotional materials, including regular newsletters.
- iv. Maintain a strong website and social media presence, including a timely update of the current site.

C. Personnel

- i. Hire, terminate, train, and supervise camp employees in coordination with the PSWR personnel policies.
- ii. Hold staff accountable for high-quality results using a formal process to measure progress. This minimally includes a full annual performance review for each employee.
- iii. Evaluate staffing patterns and implement changes for the most effective use of paid and volunteer staff.
- iv. Possess strong working familiarity of staff responsibilities.
- v. Continually look for ways to nurture high employee performance by offering ongoing feedback, continuing education, and training events as appropriate.
- vi. Recommend compensation changes to the Outdoor Ministry Committee (OMC).
- vii. Work with OMC to review and implement changes to Personnel Policies.
- viii. Cultivate and manage a healthy volunteer base.

D. Finance

- i. Assist the Finance Committee and Outdoor Ministry Committee in preparing budgets and special reports.
- ii. Assist supervisors in establishing and following section budgets.
- iii. Ensure the annual budget is followed, closely monitoring expenditures and ensuring efficient operations of each operational area.
- iv. Establish appropriate guest fees.
- v. Prepare quarterly financial reports, showing actuals versus budgeted.
- vi. Promptly acknowledge gifts/contributions.
- vii. Ensure the completion of an annual audit with an outside auditor.

E. Facility Management Oversight

- i. Ensure safe and effective management of the entire camp property, including all buildings, roads, vehicles, pool, program areas, bridges, health care center, commercial kitchens, septic systems, water system, and trails.
- ii. Oversee all maintenance projects, developing short and long-term maintenance plans.
- iii. Work with the Board in developing and overseeing new capital projects.
- iv. Ensure the facility operates as a good steward of natural resources, including minimizing waste and carbon emissions.

F. Program Management and Development

- i. Establish a high-quality hospitality program for user groups, including written procedures for orientation, regular check-ins, check-out, linen service, and guest feedback.
- ii. Maintain and develop relationships with existing and future user groups and individuals, personally greeting each user group upon their arrival.
- iii. Create an offering of sponsored retreats throughout the year that align with the overall mission. This includes programming to reach broader demographics, i.e. be a “retreat entrepreneur.”
- iv. Be responsible for “on call” emergency duties for guests as needed.

G. Fund Development

- i. Nurture guest relationships in order to inspire donations.
- ii. Utilize various promotion venues, including the monthly E-Newsletter, to promote the need and importance of donation support.
- iii. Personally reach out to potential donors via phone and personal visits.
- iv. Work with the Regional Church Office regarding gift annuities, larger estate gifts, etc.
- v. Maintain a current donor database.
- vi. Explore potential fundraising events in coordination with the Fund Development personnel.
- vii. Encourage Board members to identify potential donors who may benefit from a personal visit.

Experience and Training; Additional Information:

Bachelor’s degree and progressively responsible technical experience in business, non-profit, or public administration, engineering or related field and four years of management experience, including administrative and supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job. Camp management experienced preferred.

Additional Questions:

- 1) Please discuss the special skills, knowledge or abilities that make you especially suited for this position.
- 2) How would you work with people within the organization, as well as with customers and contractors, to foster a climate receptive to full inclusion as related to rich diversity (including faith) in the workplace and serving diverse guests?
- 3) Why do you value camp (as opposed to another ministry if you come from a church background or instead of being a General Contractor, etc. if you come from a facilities background)?