Position Title: Operations Director  
Job status: Full-time, Exempt  
Reports to: Chief Executive Officer

Position Summary:  
Provides overall direction to our operations & guides risk management protocols to ensure that all delivery systems are of the highest quality. Working with members of the operations team; incorporates the strategic plan and character and leadership development through the Manito-wish collaborative leadership model.

Essential Functions:  
The operations director performs the following activities:  
- Guides the work of the operations team in developing, implementing and evaluating programs in accordance with the strategic plan.  
- Serves as a member of the management team which works to set and implement the overall direction and goals of the organization.  
- Provides direction and support to the director of recruitment regarding strategic marketing and communication efforts, ensuring enrollment goals are met and/or exceeded.  
- Hires, manages, and evaluates members of the operations team.  
- Oversees overall risk management as related to our operations and ensures consistent training expectations and follow through are in place.  
- Supervises the organization’s environmental stewardship vision. Ensures steps are taken to increase our efforts as well as review and support current efforts.  
- Collaborates with directors to ensure our program offerings, staff and delivery are intentional and focus on our mission, vision & commitment.  
- Manages in collaboration with the property manager to ensure facilities and property, serve the camp community at a high level of quality.  
- Reviews annual program, recruitment and property budgets in conjunction with appropriate staff. Accepts responsibility for management of revenue and expenditures in these areas.  
- Serves on various task forces as appropriate established by the board of directors and attends meetings of the full-board.  
- Represents camp at YMCA, ACA and other kindred organizations and community groups.  
- In collaboration with the operations team, provides oversight for all ACA, state, fire and other inspections to ensure compliance.
**Know How:**
To perform satisfactorily, operations director will bring the following experience or skills to this position:

- Extensive knowledge of camping programs including a strong background of wilderness travel and client based programs.
- Bachelor’s degree or equivalent experience. Works to achieve the YMCA Multi-team or Branch status within first two-years.
- Understanding of property and facilities, processes and procedures.
- Successful experience in management of full-time and seasonal staff and volunteers with the ability to lead collaborative teams.
- Budget management experience.
- Strong communication skills; written, oral, and social media.
- Ability to partner with staff, participants and sponsoring agencies by exhibiting excellent listening skills, confidence, honesty and follow-through.
- Strong attention to detail and highly organized.
- Highly motivated and able to multi-task and manage time effectively.
- Ability to travel to assist in recruiting for participants and staff.
- Ability to relate effectively to variety of groups.

**Effect on End Results:**
The effectiveness of the operations director’s fulfillment of this position will be measured by:

- Maintaining a recognizably outstanding program based on collaborative leadership, character development and wilderness tripping.
- The degree to which the operations team functions as a team and in a solutions focused manner.
- Risk management protocols meet or exceed industry standards.
- Property needs are forecasted in a manner that allows for predictable planned property maintenance.
- Annual enrollment goals will be met or exceeded across program areas.
- Annual budget goals will be met.
- Environmental stewardship efforts grow with each year.
- Facilities and property are of the highest quality.
- Facility spaces are effectively scheduled allowing for seamless operations.