



ST. DOROTHY'S REST

CAMP & RETREAT CENTER

St. Dorothy's Rest is nestled in Camp Meeker, a community steeped in history and located in the lower Russian River Valley—an area renowned for its world-class wineries, farm-to-table cuisine, stunning coastal vistas, and majestic Redwood forests.

Job Title: Hospitality Operations Director, Full Time

Salary/Housing/Benefit Package: \$60,000-\$70,000 DOE. On site housing provided, Medical and Dental Benefits, Retirement Plan, Life and Disability insurance.

Reports To: Executive Director

Classification: Exempt

Start Date: Ideally June 15, 2025, flexible

Position Purpose: We seek an effective, experienced operational leader and excellent communicator who is focused on accountability and has the ability to nurture staff, community and guest relationships. We seek a thoughtful person capable of building into all aspects of St. Dorothy's Rest operations and hospitality the values of diversity, equity and inclusion. And an individual who has a desire to share St. Dorothy's Rest vision of hospitality with guests through example and action. A leader to oversee, implement and integrate operations to ensure an outstanding guest and staff experience.

Mission and Core Values:

Creating community and belonging through hospitality and nature.

- **INCLUSIVITY:** Giving every person the space and conditions to be themselves. Differences are not "tolerated", they are CELEBRATED.
- **CONNECTION:** Making a place for people to connect with themselves, one another, nature, and the divine through rest, play, and discovery.
- **WELCOME:** Bringing people together to feel at home while away. Making camp and retreat possible for everyone, regardless of race, ethnicity, gender and sexual identity and expression, and socio-economic status.
- **NATURE:** Experiencing deep rest and renewal in a unique place in the redwoods.
- **CREATIVITY AND IMAGINATION:** Extending the invitation and creating space to try new things and be ourselves without fear!
- **GROWTH AND LOVE OF CHILDREN:** We were founded to be a safe place for children to truly be themselves, and to experience the unique healing benefits of nature. We are purposely here to make camp possible for all children.

Essential Job Functions:

- Oversee and manage daily hospitality operations of the organization
- Develop and implement operational policies and procedures to enhance efficiency and effectiveness

- Monitor and evaluate operational performance, identifying opportunities for improvement and implementing corrective actions as needed

Hospitality and Guest Experience

- Guest Groups and Hospitality
 - Manage the Retreat Guest Reservation Process from inquiry to final payment.
 - Supervise hospitality operations staff **ensuring quality and consistency** in the hospitality being provided
 - Kitchen Director
 - Housekeeping Staff
 - Develop and Manage the hosting calendar for staff and volunteers.
 - Train hosts on St. Dorothy's vision of hospitality.
 - Ensure hosts are meeting guests expectations.
 - Act as host when needed.

Facilities

- Collaborate with the Facilities Director on facilities and grounds checks
 - Conduct ground and bldg. checks with an eye for what guests will see
 - Foster a culture of facilities stewardship for guests and staff alike.
- Collaborate with the Facilities Director on scheduling work and the retreat calendar
- Notify Facilities Director of any maintenance or grounds issues

Risk Management

- Collaborate with the ED and Facilities Director to develop and implement risk management strategies to mitigate operational, financial, and reputational risks.
 - Achieve and Maintain ACA accreditation working in collaboration with ED, Facilities Director and Summer Camp Staff.
 - Ensure compliance with all local, state, and federal regulations, as well as organizational policies and procedures
 - Oversee the development and implementation of crisis management plan and procedures

General Administration

- Answering phones and greeting guest and visitors
- Checking and sorting mail
- Filing

Finances

- Collaborate with ED and Facilities Director on creation and management of the operating budget
- Collaborate with contracted bookkeeper on maintaining accurate books
 - Coding Bills
 - Banking

Human Resources

- Support human resources functions working with Directors
 - Oversee recruitment, onboarding, performance management, and professional development
 - The Employee agrees to perform their duties diligently, professionally, and to the best of their ability, and to actively nurture and advance a cooperative, harmonious, and teamwork-oriented environment that promotes an atmosphere of dignity, respect, and professionalism
 - Develop and implement strategies to attract, retain and develop high-performing staff

Summer Camp and Program Support:

- Communication with food service and hospitality staff to ensure coordination of services during the summer
- General program support specific to skills
- Fill in where needed to ensure appropriate oversight of summer camp activities

Other Job Duties:

- Help with moving furniture as need arises
- Support staff with projects if staffing shortages arise

Relationships:

- Collaborate with the Executive Director, Facilities Director and BOD when requested on goal setting and long-range planning to implement St. Dorothy's mission
- Collaborate with the Executive Director, Facilities Director and Summer Program Staff to support St. Dorothy's Rest sponsored camps and programs

Qualifications and Certifications:

- Desire to work for a religiously-affiliated organization
- Commitment to implement and live by St. Dorothy's vision and values
- 5-7 years working as a leader and supervisor in the camp and retreat center industry
- Bachelor's Degree and/or experience in applicable field
- Self-starting and independent
- Proven track record of program implementation and management and overseeing complex operations
- Strong leadership and team management skills, with the ability to inspire and motivate staff and volunteers
- Excellent communication and interpersonal skills, with the ability to build and maintain relationships with diverse stakeholders
- Strong analytical and problem-solving skills
- Proficient in Quickbooks
- Proficient in using Google products
- Able to learn various form development and communication platforms

- Able to obtain CPR/First Aid Certification
- Able to obtain a California Driver's License and CDL

Additional Requirements and physical aspects of the Job:

- Able to lift 40lbs
- Able to walk steep hills on a regular basis
- Ability to use computer and office equipment and sit for long periods of time

Equipment Used:

- Golf Cart
- 15 passenger van
- Typical Office Equipment

To Apply:

Please email your cover letter, resume and 3 professional references to office@stdorothysrest.org