

Wolf Ridge ELC

JOB DESCRIPTION

JOB TITLE Operations Director	X EXEMPT <input type="checkbox"/> NON-EXEMPT	DEPARTMENT Administration
REPORTS TO Executive Director	PREPARED BY Executive Director	DATE 6/21/23
EXECUTIVE DIRECTOR APPROVAL Peter Smerud		DATE 6/21/23
		POSITION TYPE 1-Full Time Regular

1. PURPOSE OF JOB

This position manages and supports the team of people who facilitate high quality guest experiences in areas of dining, lodging, maintenance, farm, and office operations for a 400-bed 130,000 square foot facility. This position is responsible for assuring positive customer experiences that serve the mission of the center with a high level of hospitality. This position is also accountable for operations of the retail store and management of large special projects. This position is a member of the organizational leadership team.

2. SUPERVISION

Number of People Supervised	Number	Type
Supervises	5	1
Provides work direction	20-30	1,2,3,4,7

Employee Type Code

1 - Full-time Regular (FTE .75 – 1.0)	4 – Student Naturalist/Intern/Work Study
2 - Part-time Regular (FTE .1 - .7)	5 – Contract Employee
3 - Seasonal	6 – Summer Counselor/Naturalist
	7 - Volunteer

3. ORGANIZATIONAL RELATIONSHIPS

Immediate supervisor:	Executive Director
Job titles of other positions reporting to the supervisor listed above:	Program Director Finance Director Development Director Marketing/Communications Director

Job titles of positions reporting directly to this position:	Maintenance Manager Custodial Services Manager Food Service Manager Farm Manager Office/Store Manager
--	---

4. **KNOWLEDGE, SKILLS, AND/OR EXPERIENCE REQUIREMENTS**

- Management experience of employees in facilitation of facility experiences for others (service, education, or hospitality), minimum 3 years.
- Bachelor Degree in related field or equivalent training.
- Excellent facilitation and communications skills are required, with the ability to create an inclusive and participatory environment for clients and staff.
- Strong human resource management experience fostering positive relationships and trust in a safe, respectful space for staff members to productively work.
- Demonstrated experience in problem solving, conflict resolution, decision-making, and prioritization skills that strengthens relationships and enhances understanding.
- Ability to effectively and productively work independently to establish and achieve goals.
- Ability to create vision and turn it into reality through collaborative work of a team.
- Strong computer skills required. Experience using internet based communications, Microsoft suite of products with emphasis on Word and Excel, Google suite, and preference for experience with Customer Relational Management and other databases.
- Experience with risk management and emergency procedures.
- Knowledge of human resource best practices. HR certification is valued but not required.
- Favorable background screening required.
- Current Driver's license

PRINCIPLE ACTIVITIES/DUTIES

% of Job	Major Activities
80%	<p>Management of Facility Operation Teams</p> <ul style="list-style-type: none"> • Directs and manages all aspects of the Wolf Ridge facility operations and is responsible for safe and effective operation. • Leads, supports, and coordinates the work of the managers of the maintenance, custodial, office, farm, and food service departments to ensure a safe, respectful, and inclusive working environment. • Creates vision for and ensures positive customer experiences that support the center's environmental education mission. • Leads and supports the respective departments' recruitment of staff, hiring, retention, onboarding, employee performance evaluations, and dismissals. Prioritizes development of a diverse and inclusive workforce. • Oversees staff scheduling and equipment use to efficiently achieve a broad spectrum of facility needs. • Develops and implements staff engagement strategies that promote strengths and talents of staff. Identifies and develops skills and training to support areas of need. • Develops and implements employee reflection, assessment, and professional development tools and processes. • Communicates clear roles and expectations, seeks input and feedback, and delivers clear compensation and benefits information. • Works collaboratively on the leadership team to ensure mission and strategic advancement efforts of the center are achieved. • Actively serves on and regularly meets with the organizational leadership team. • Works with Capital Planning database software to forecast and manage facility needs. Uses software to assess and strive for better energy, efficiency, and resiliency improvements. • Serves as staff representative to the board facilities committee and attends board meetings. • Reviews facilities regularly for safety and security compliance, ensuring facilities and workplace meet all local, state, and federal regulations. Ensures staff work in a safe and respectful work environment that complies with all federal, state, and local employment laws. • Participates as needed in respective department operations.
5%	<p>Special/Capital Project Management</p> <ul style="list-style-type: none"> • Identifies needs, manage planning and execution of large projects, such as capital projects for building improvements, repairs, and related. • Manages contractors and service providers. • Prepares and manages project budgets and reporting.

5%	<p>Finance and Budget Management</p> <ul style="list-style-type: none"> • Works with several department supervisors in management of their respective budgets, tracking expenses, and striving to assure operations remain within budget. • Prepares and manages budgets for facility operations. • Ensures cost effective, high value and efficient use of financial resources. • Prepares need assessments and respective costs to develop capital improvement budgets. • Works with the Development Director to support fundraising needs and initiatives related to financial or operational needs of the facilities.
5%	<p>Retail Store Accountability</p> <ul style="list-style-type: none"> • Oversee retail store operations of the store manager to achieve target goals for profits.
5%	<p>Other duties as assigned.</p> <ul style="list-style-type: none"> • Wolf Ridge is a small business, requiring support by all employees in all areas as needs arise.

6. **PROBLEM SOLVING**

- Human Resources – Creates a safe space for addressing conflicts and promoting constructive dialogue. Utilizes techniques to help individuals and teams navigate disagreements. Creates and supports a positive working environment which builds relationships, strength in the staff, and nurtures the organization's values.
 - Enforce all Wolf Ridge policies in a fair, consistent manner.
- Effectively solve facility and property needs relational to customer experience on a timely basis in collaboration with program department staff.
- Maintain facility operations in a manner that ensures safety to staff and clients at all times.
- Anticipate potential concerns in all areas of the facility. Proactively plan to prevent concerns or issues.
- Responsible for ensuring facility emergency issues are addressed on a 24/7/365 basis and may need to respond as needed.

7. **DECISION MAKING/FREEDOM TO ACT**

- This position is limited by all Wolf Ridge policies and local, state, and federal laws, rules and regulations.
- This position must obtain Executive Director approval for spending beyond planned budget and capital spending.
- This position must obtain Executive Director approval for addition or significant changes to buildings or land, major contractual relationships, and related initiatives.
- This position collaborates with the Program Director, who directs all the learning experiences at the center, in creation of overall high quality customer experiences.
- This position holds responsibility for building and road assets, identifying priority needs, collaborating with the Development Director to prioritize fundraising needs, and managing large projects.
- This position has authority for all activities of and decisions within the maintenance, custodial, office, farm, and food service departments.
- This position has authority for all purchases within the approved budget.
- In the absence of the Executive Director and Program Director, and inability to reach them, the Facility Operations Director has all the authority and responsibility for critical needs decision-making relative to the center's customers and facility.

8. **ACCOUNTABILITY**

- This position is accountable for the successful and timely execution of client experiences, policies, and procedures in accordance with the Wolf Ridge mission statement and business needs.
- This position is accountable for annual expenditures of \$500,000 and net assets in excess of \$13 million.
- This position is accountable to provide support for and the actions and performance of 15-25 staff.
- In the absence or inability of the Executive Director and Program Director to perform critical functions, this position has all the accountability of the Executive Director and Program Director's position for critical needs of people and property of Wolf Ridge.

9. WORKING CONTACTS

Position	Frequency	Purpose
Executive Director	Daily	All facility activities
Program Director	Daily	All facility activities
Finance Director	Daily	Budget, A/R & Deposits
Maintenance, Custodial, Food Service, Farm, Office Managers	Daily	Support, work direction, decision making, quality, budget
Retail Store Manager	Weekly	Store operations, inventory
Program Department Supervisors	Weekly	Facility/Guest needs
Vendors/Contracted Services	As needed	Services, supplies
Guests/Clients	As needed	Quality of experience
Development Director/Donors	As needed	Fund raising
Marketing/Communications Director	As needed	Sales, marketing, business development
Board Committees	As needed	Facility reports, customer experience
Board of Directors	3x / year	Facility reports, customer experience

10. WORKING CONDITIONS AND PHYSICAL DEMANDS

- Employment at Wolf Ridge is “At Will” and is not guaranteed by a contract.
- This position will require a minimum of 40 hours per week with a flexible work schedule that may include occasional evenings and weekends as needed to fulfill business needs.
- Travel off site may be required but is irregular.
- This position works primarily in an office setting, as such requiring regular and repetitive tasks related to computer and office work, but also works in other mechanical, farm, cleaning, and food service areas of campus.
- The employee may be exposed to work in a loud environment near moving mechanical parts and potentially dangerous equipment, and may have to work outside in all weather conditions (cold, snow, rain, heat, insects).
- The individual must be able to regularly and repetitively lift and /or move up to 25 pounds, occasionally lift and/or move up to 50 pounds.
- The individual must be able to travel all areas of the property and terrain of the 2000-acre campus.
- The workplace is an accredited school occupied by hundreds of children and adults.
- Noise level in the work environment will vary from a quiet office to very loud levels while machinery is operating.
- This position responds to facility related emergencies at the center, which may require 24/7/365 responses.