



SKY RANCH CAMP OPERATIONS MANAGER



WHAT YOU'LL GET TO DO

The Camp Operations Manager puts their leadership skills to work by overseeing all of the operations at their assigned camp. This includes the general management and supervision of the camp's summer staff, specifically related to facilities and maintenance, food service, housekeeping, and hospitality. This role is critical to the ministry of Sky Ranch and contributes directly to our mission of leading youth and families to know and follow Christ.

A DAY IN THE LIFE

(The legal term is "essential functions." That just doesn't sound as fun!)

Every day, you'll serve in various areas of camp. No two days will ever be the same at camp, and there's no way we could possibly list everything you'll experience! Here's just a glimpse of the most important responsibilities you'll have:

Daily Operations – You'll provide support in areas such as Guest Services, Summer Camp, and Operations. Here's what that looks like:

- Supervising and ensuring the overall professionalism and development of assigned summer staff
- Meeting regularly with the team to develop a strong team atmosphere
- Ensuring ongoing training and development is taking place within assigned areas of camp
- Giving regular, consistent feedback to the team
- Identifying specific areas of weakness within the team and working toward improvement in those areas
- Ensuring each team member is following Sky Ranch standards and guidelines
- Interacting with guests in a courteous, professional manner and responding to requests, concerns, and feedback
- Responding to guest needs immediately and communicating issues with the appropriate team members
- Overseeing the quality and consistency of the meals and menu execution
- Ensuring food items are being prepared well and presented well, while accounting for leftovers and waste
- Ensuring the kitchen team is aware of all dietary needs and allergies
- Ensuring food delivery and inventory is being managed properly
- Assisting with special kitchen requests such as picnic baskets, western night, banquet night, campfire, pancake toss, and other night events
- Regularly inspecting the grounds and facilities at assigned camp
- Reporting all issues to facilities manager via work orders
- Leading weekly turn of camp
- Leading weekly pre-arrival of camp
- Ensuring daily checks are being completed for public areas and all areas are clean for guests
- Overseeing weekly towel change
- Reinforcing health and sanitation standards within all areas of camp
- Ensuring staff has been properly trained in their respective areas and are following standards
- Allocating staff for daily/weekly operational needs
- Scheduling and coordinating meetings with Leadership Team and assigned Managers
- Reviewing and communicating weekly OPS information to staff
- Supervising weekly camp turns
- Directing the overall spiritual development of the operations team

Spiritual Encouragement – You'll be responsible for providing an atmosphere that nurtures spiritual growth for campers and staff. Good examples of this are:

- Pursuing your own relationship with God.
- Demonstrating selflessness, being willing to serve where needed, wholeheartedly, without hesitation.
- Faithfully attending worship each week.

Customer Service -You'll ensure that our campers and camper parents experience the "WOW" factor and are served in a way that reflects our desire to serve them as well as our appreciation for them and meets or even exceeds their needs and expectations.

- Treating ALL our guests, both campers and their family members, with gentleness, kindness, fairness, respect, and eagerly seeking to meet their needs.
- Bringing to the attention of the Camp Director ANY situation where we fail to serve or please a guest.

Other important responsibilities are to maintain compliance with all employee policies and procedures established for Sky Ranch, maintain compliance with all state and federal laws and regulatory requirements, and perform other tasks requested of you with a fantastic, spirit-to-serve attitude.

WHAT YOU'LL NEED

EVERYONE who works at Sky Ranch needs to have a current MinistrySafe / Child Advocacy Certification. Don't worry, we'll provide that for you if you don't have it already!

You'll also need to exhibit the following character traits, knowledge, and skills. You'll have to show up with these - we can't get them for you! If you can check these boxes, you're good to go:

- Committed follower of Jesus Christ, and willing to sign the Sky Ranch Doctrinal Statement
- Committed to providing excellent customer care and willing to contribute to the mission of leading youth and families to know and follow Christ
- Ability and desire to keep kids safe, as well as care for them physically, emotionally, and spiritually
- Ability to abide by rules and regulations
- Willingness to abide by the Sky Ranch cell phone policy.
- Excellent communication skills (verbally interacts with campers, parents and staff, and writes evaluations and letters to campers)
- Ability to solve problems
- Flexibility and adaptability when things change or go in a way that is not expected
- Strong moral compass, rooted in Biblical principles
- Energizing, positive personality
- Respect for authority
- Knowledge of and ability to abide by workplace safety procedures
- Excellent hygiene and willingness to comply with the dress code
- Experience utilizing computers and office applications
- Ability to interact with kids, peers, and adults/family members
- Humble
- Self-motivated
- Well-organized
- Responsible
- FUN

MORE LEGAL STUFF

FLSA Status: Exempt

Department: Operations

Reports to: Camp Director

Physical Demands:

- 100% - Stands and walks long distances across camp during entire shift
- 90% - Verbally communicates with campers, staff and parents
- 75% - Reaches, bends and stoops to retrieve items or participate in camp activities
- 75% - Participates in all camp activities.
- 20% - Carries 50 lbs.
- 20% - Climbs ladders during activities and to reach top floor lodging
- Hazards may include, but are not limited to, slipping, tripping, environmental, and risks associated with working around and with equine activities.
- Frequent washing of hands.

EVEN MORE LEGAL STUFF!

(Limitations and Disclaimer)

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Continued employment remains on an "at-will" basis.