

Job Description:

Retreats Manager



General Information:

- Department: Retreats
- Reports to: Executive Director
- Category: Salaried, exempt
- Description current as of: December 2013

Essential Role: Oversees retreats department in the rental of conference center facilities to private retreat groups, and acts as liaison with Ecola Bible School and Ecola Creek Lodge.

Main Responsibilities:

- Manage all operations of the retreats department including financial and administrative functions.
 - Oversee daily functions.
 - Develop and manage a department budget.
 - Establish and maintain written departmental policies and procedures.
- Assist in hiring, firing and other staffing decisions in coordination with the human resources manager and executive director.
- Supervise and train hourly retreats department staff.
- Oversee all retreat group activities:
 - Provide materials and information to group leaders pertaining to the usage of CBCC facilities.
 - Work to promote increased retreat business.
 - Schedule retreat groups and arrange details for their stay.
 - Host and provide guest services support to retreat groups on the grounds.
 - Coordinate with other departments to assure group needs are met.
 - Perform general office work associated with group inquiries, reservations, billings and facilitation of each retreat.
 - Share on call responsibilities in order to assist with retreat groups
- Oversee front desk operations.
- Attend and participate in weekly management, department, and staff meetings.
- Assist the executive director and management team in the development, planning, and implementation of conference policies, procedures and annual budgets.
- Assist the executive director in the spiritual leadership and general oversight of CBCC.
- Manage Ecola Creek Lodge operations. Develop a budget for CBCC board approval and give oversight to financial and facility maintenance/improvement decisions. Hire and supervise an onsite facility/staff manager/supervisor. Assist with marketing and promotion, strategizing with other ECL/CBCC employees/consultants, and take responsibility for direct mail, interfacing with the larger CBCC base of potential users.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other duties as needed to meet the ongoing needs of the organization.

Secondary Responsibilities:

- Perform miscellaneous office duties and projects, such as mailings, reports and photocopies.
- Serve as Book Nook supervisor (see separate job description)
- Serve as Ecola liaison (see separate job description)
- Serve on a rotating staff planning committee for staff retreat.
- All other duties as assigned.

Qualifications/Skills Required:

- A Christian in agreement with CBCC's statement of faith.
- A growing personal relationship with Jesus Christ and a consistent Christian testimony.
- Bachelor's degree and similar experience in the hospitality/camping industry.
- Supervisory experience.
- Excellent customer service skills, including ability in public speaking, interpersonal relating, and phone conversing.
- Strong attention to detail and organization while managing multiple priorities.
- Able to work a flexible schedule and work.
- PC and typing skills within a Windows Office environment.
- Able to make a two-year commitment to this position.

Physical Demands:

Sit	<u>2</u>	Consecutive hours	<u>6-7</u>	Total hours per day	
Stand/Walk	<u>1</u>	Consecutive hours	<u>1-2</u>	Total hours per day	
Employee may alternate between sit/stand every <u>as needed</u> .					
<input type="checkbox"/>	Only uses left hand/arm		<input type="checkbox"/>	Only uses right hand/arm	
		<input checked="" type="checkbox"/> Uses both hands/arms			
		None or N/A*	Occasionally*	Frequently*	Continuously*
Hand/Wrist Work		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasping		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Twist		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Squat		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb/stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 1-10 lbs.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 11-20 lbs.		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 21-50 lbs.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying over 50 lbs.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance objects are carried:	1/4 mile				
*Key					
Occasionally		Frequently		Continuously	
3 hours or less 1-33% of day 20 x per hour or less 60 x per day or less		3-6 hours 34-66% of day 20-120 x per hour 60-720 x per day		6-8 hours 67-100% of day More than 120 x per hour More than 720 x per day	