Director of Ministry Operations

Christian Camps and Conferences, Inc. | Reports to: Executive Director

Position Summary

The Director of Ministry Operations provides leadership and oversight for key operational departments and support services at Christian Camps and Conferences, Inc., ensuring that these areas function effectively in support of the organization's mission. This includes responsibility and accountability for Human Resources, Facilities, Food Service, and other support services. Working closely with the Executive Director and other organizational leaders, the Director of Ministry Operations develops and implements operational processes, supports financial stewardship, and ensures that staff and resources are effectively managed to meet the organization's year-round and seasonal needs. While primarily focused on New Hampshire operations, this position also provides operational support to Moose River Outpost in Maine.

Qualifications

1. Demonstrates a strong personal commitment to Jesus Christ and fully supports the mission, core beliefs, and values of Christian Camps and Conferences, Inc.
2. Possesses a strong understanding of and commitment to Christian camping ministry.
3. Bachelor's degree preferred, with relevant professional experience considered.
4. Demonstrated management experience, including supervising employees, leading teams, and overseeing departmental operations.
5. Strong leadership and interpersonal skills, with the ability to supervise, develop, and hold staff accountable.
6. Experience in Human Resources, staff performance evaluation, budgeting, purchasing, and organizational systems.
7. Strong organizational and problem-solving skills, with the ability to manage multiple priorities and develop effective processes.
8. Excellent communication skills and the ability to collaborate effectively with staff, leadership, and outside organizations.
9. Self-motivated, resourceful, and capable of exercising sound judgment and independent decision-making.
10. Holds a valid driver's license.

Specific Responsibilities

Seasonal Operations (35%)

- Recruit, interview, and hire the non-counseling summer staff, ensuring departments are adequately staffed and equipped with supplies, resources, and operational systems necessary for a successful summer season.
- Provide direct supervision and leadership to assigned seasonal department directors, including Activities, Waterfront, Horseback, Camp Store, Health Services, and Media, as well as the year-round Facilities and Food Service departments.
- Establish expectations, provide guidance, and hold department directors accountable for their responsibilities.
- Support Camp Directors in the hiring of seasonal counseling staffing.
- Address operational challenges and provide leadership and support to seasonal staff throughout the summer.
- Participate in camper and staff recruitment as well as other marketing efforts.

Operational Systems (20%)

- Develop, implement, and maintain operational systems and procedures that improve efficiency, consistency, and accountability.
- Manage systems for tracking inventory, purchasing, and supplies, to ensure departments have necessary resources.
- Provide training and support to staff when implementing new systems and procedures.

- Identify opportunities to streamline workflows, reduce unnecessary administrative work, and improve organizational effectiveness.
- Collaborate with department directors and organizational leadership to evaluate and improve existing processes.

Human Resources (10%)

- Oversee and coordinate human resource functions, including employee policies, personnel administration, and employee relations.
- Coordinate hiring and onboarding processes for year-round and seasonal all staff in collaboration with department directors and other organizational leaders.
- Maintain and improve HR policies, procedures, documentation, manuals, and personnel records.
- Address employee concerns and personnel matters in collaboration with the Executive Director and appropriate department leaders.
- Collaborate with the Finance Director on employee benefits, payroll-related matters, and other HR administrative functions.

Compliance and Risk Management (10%)

- Ensure compliance with applicable federal, state, and local regulations related to camp operations.
- Maintain and track required governmental licenses, permits, inspections, and certifications.
- Coordinate with the Executive Director on American Camp Association accreditation requirements and other organizational compliance responsibilities.
- Identify potential operational risks and work with organizational leadership to address them.
- Collaborate with department directors to ensure operational safety procedures and regulatory requirements are followed.

Departmental Leadership (10%)

- Provide direct supervision and leadership to the Facilities Director and Food Service Director, establishing clear expectations, providing ongoing feedback, and ensuring accountability for departmental performance.
- Coordinate with Facilities and Food Service directors to ensure facilities and food service operations effectively support year-round programs, conferences, and summer camp activities.
- Support all department directors to establish priorities, address operational challenges, and ensure departments have the resources necessary to function effectively.
- Support the professional development of all department directors and their staff.

Organizational Leadership (10%)

- Partner with the Executive Director and other organizational leaders to support the mission, goals, and strategic priorities of Christian Camps and Conferences, Inc.
- Participate in organizational planning, leadership meetings, and decision-making processes.
- Assist in coordinating major organizational initiatives, projects, and operational improvements.
- Provide operational leadership and support across departments when needed, including assistance with Moose River Outpost.
- Represent the organization professionally in interactions with staff, vendors, contractors, and outside organizations.
- Assume additional leadership responsibilities as assigned by the Executive Director.

Financial Stewardship (5%)

- Work with department directors to identify financial needs, manage expenses, and prioritize purchases.
- Support the development and implementation of financial processes that improve efficiency, accuracy, and accountability.
- Assist organizational leadership in evaluating operational expenses and identifying opportunities for cost savings.