

DIOCESE OF SYRACUSE

JOB DESCRIPTION

JOB TITLE: Retreat Center Director

Exempt: Yes
Employee Name:

Supervisor: CFO

SUMMARY:

The Retreat Center Director is responsible for the organization's consistent achievement of its mission and financial objectives. This position is responsible for the overall management of the Retreat House providing hospitality assistance and facilities management, and interacting with individuals throughout the Diocese and any visitors or guests that come to the Retreat House.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage all aspects of the reservation process for the facility to include phone and online bookings, contracts and correspondence, booking conference and overnight rooms. Coordinates with house staff and appraises them of the daily schedule ensuring all guest needs are met.
- Prepare and present a long range vision and strategy for the Retreat House in conjunction with the Board of Directors and with approval by the CFO & Bishop.
- Manage and develop the Retreat House staff, ensuring they are engaged and consistently meeting daily operations. Staffing oversight includes Director of Marketing, kitchen, receptionists, caretakers, housekeeping, maintenance staff and volunteers. This includes timesheet approval and payroll management.
- Manage all personnel requirements for employees of the Retreat House. This includes working with Human Resources to recruit, hire, develop and engage employees; establish or revise policies; update/prepared job descriptions; complete annual performance reviews and annual salary planning.
- Convene and facilitate regular staff meetings.
- Assure that gospel values are being promoted by all staff members by their spirit of hospitality and welcome so that all are treated as Christ.
- Continually encourage staff development and education, assisting staff in relating their specific work to the total mission of the organization.
- Work with the facilities supervisor to prioritize upgrades and capital improvements.
- Meets monthly with Board, plans/complete agenda with Chairperson.
- Work with the financial advisor on the Board to present a monthly finance report to the Board and maintain sound financial responsibilities
- Prepare monthly dash board for Board in conjunction with Board accountant
- Prepare and present the annual budget to the Board of Directors and the HOPE Appeal; manage the budget to ensure the Retreat House operates within budget guidelines
- Plan a yearly schedule of presenters for retreats, spiritual development and enrichment.
- Actively promote the Retreat House in the CNY community.
- Maintain a working knowledge of significant development and trends in retreat centers and spirituality in general.

- General Housekeeping Responsibilities includes working with Executive Chef for meal planning, conference and guest room set up
- Ensure the financial responsibilities are completed and accurate including invoicing & collection
- Capital Campaign including Monitor the Balance Investment Fund and the Long Term Investment Fund
- Oversight of the Bookstore(including purchasing and inventory(& coordinates the decorating of the house seasonally
- Ensure all guests or groups are greeted with a warm welcome and personally advised of all check in procedures ensuring a positive guest experience.

QUALIFICATION REQUIREMENTS:

Excellent organizational and communications skills with the ability to oversee all aspects of managing a conference facility in a successful manner. Basic knowledge of accounting and payroll procedures. Strong interpersonal, written, and verbal communication skills, including ability to produce clear, concise reports and recommendations and make presentations to varied groups. High level of accuracy and attention to detail, decision-making, use of discretion, teamwork, service orientation, independent judgment/action, problem-solving, organizational and supervisory skills. Ability to honor and maintain confidentiality. Ability to handle multiple priorities and work flexible hours is required. Excellent public relations skills to deal with guests and other callers.

EDUCATION AND/OR EXPERIENCE:

Bachelor’s degree with 2-4 years’ experience in hospitality or church management preferred, or any satisfactory combination of experience and training that demonstrates the ability to perform the above described duties. Knowledge and understanding of church organizations and operational preferred. Proficiency with personal computer and all basic office equipment, including Microsoft Office and/or other software. Performs basic math and programming.

APPROVED:

Employee	Date
Supervisor	Date