



PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

338 Plush Mill Road
Wallingford, PA 19086-6023
(610) 566-4507
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MAY 2016

POSITION: Director of Operations

REPORTS TO: Executive Director

GENERAL SUMMARY: The Director of Operations ensures that Pendle Hill is a hospitable, welcoming, safe, clean, functional, and comfortable environment in which guests, program and conference participants, and staff can explore, study and practice. The Director of Operations provides leadership in all areas of Guest Services including: Hospitality, Housekeeping, Dining Services, and Conference Services. Departmental functions include sales and event planning; Registration and Hospitality for education programs, sojourning, and conferences. The Director of Operations oversees four direct reports and approximately nineteen people in the department overall.

WORKING ENVIRONMENT: Pendle Hill is a Quaker study, retreat, and conference center that offers programs to people of all faiths and backgrounds. Pendle Hill offers residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, a bookstore, and rental space on our beautiful 23-acre campus. Pendle Hill is a fragrance-free, pet-free community.

DUTIES AND RESPONSIBILITIES:

1. Sets sales goals and oversees budget for all areas of Operations, including Dining Services, Hospitality, and Conference Services.
2. Ensures efficient purchase of inventory, and upkeep of furnishings in keeping with our community aesthetic; ordering of food and kitchen supplies; billing of sojourners and staff and student guests.
3. Collaborates with colleagues to provide optimal coordination and accomplishment of the operations goals of Pendle Hill. Provides input on all areas of Operations and is a member of the Administrative Team.
4. Provides leadership in the community.
5. Provides for planning, staffing, scheduling and training of regular full and part time staff, interns and volunteers. Ensures that they are attuned to their goals and have sustainable, efficient, vision-driven, work performance.
6. Caringly stewards the appearance and upkeep of the individual rooms, public spaces, and their furnishings on a campus with 17 buildings and a varying guest/resident population of 30–120 individuals.

7. Ensures healthy inter- and intra-departmental communications and planning.
8. Leads weekly meetings.
9. Assists with scheduling as needed.
10. Carries the 'on-call' night phone 1-2 times per week.
11. Ensures that facilities staff are notified of needed repairs.
12. Provides for health and safety needs, such as appropriate training and certification of staff and provision of first aid materials and signage for safety and health emergencies.
13. Works one weekend per month as coverage for the Guest Services Manager.
14. Other duties as requested.

REQUIRED QUALIFICATIONS:

1. Knowledge about and experience in hospitality, food service, conference and housekeeping management and experience desired.
2. Experience in working in or for a conference center and/or retreat center.
3. Experience in successfully hiring, training, and supervising employees.
4. Willingness to learn additional skills on an ongoing basis.
5. Experience in successfully hiring, training, and supervising employees.
6. Demonstrated ability to manage annual budgets over \$500,000.
7. Personal style which is cordial and welcoming; ability to communicate effectively with various individuals in both routine and anomalous circumstances.

DESIRED QUALIFICATIONS:

1. Experience leading groups in a collaborative manner.
2. Experience in successfully leading groups to achieve goals. Ability to set and meet goals, and to hold others accountable.
3. Excellent leadership skills; specific ability to work hard in an environment with competing priorities.

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

1. A welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences.
2. Familiarity with Quaker faith and practices, and/or a willingness to gain and deepen such knowledge.
3. Appreciation for the role of Quakerism in the mission of Pendle Hill. Please see our mission, vision, and value statements as part of familiarizing yourself with Pendle Hill.

TIME EXPECTATIONS: This is a full-time, exempt position. Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through meal time, housekeeping, or maintenance work.

COMPENSATION AND BENEFITS: Compensation includes cash salary and benefits including medical and dental insurance, retirement, generous paid vacation and holidays, and the opportunity to take Pendle Hill courses for free or at a significantly discounted rate. Compensation may also include on-campus residence and board (depending on the availability of housing and at Pendle Hill's discretion). For this position, residence on the Pendle Hill campus is strongly preferred.

NONDISCRIMINATION POLICY: Pendle Hill encourages the participation of all and seeks to appoint to its staff individuals of diverse backgrounds and to do so without discrimination on the basis of gender, religion, race, color, age, sexual orientation, disability, national origin, or any other category protected by law.

BACKGROUND CHECKS: Pendle Hill will conduct a background check for all candidates prior to hire.

INTERESTED? Please submit:

1. Current resume;
2. Contact information for three references, two of whom are people who have supervised your work (we will not contact your references without checking with you first), and;
3. A cover letter describing your qualifications, including how you heard about the position, to Martie McBreen at Pendle Hill, 338 Plush Mill Road, Wallingford, PA 19086 or mmcbreen@pendlehill.org. Please put "Director of Operations" and your last name in the email subject line.

Review of applicants will begin on June 10th and continue until the position is filled, with an anticipated start date of June 28th- July 10th.