



PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

338 Plush Mill Road
Wallingford, PA 19086-6023
(610) 566-4507
FAX (610) 566-3679
www.pendlehill.org

AUGUST 2017

POSITION: Director of Operations

REPORTS TO: Executive Director

SUPERVISES: Dining Services Manager, Conference Sales Coordinator, Guest Services Manager, Housekeeping Supervisor

GENERAL SUMMARY: The Director of Operations ensures that Pendle Hill is a hospitable, welcoming, safe, clean, functional and comfortable environment in which guests, program participants, staff and conferees can explore, study and practice. The Director of Operations provides leadership in all areas of Guest Services including: Dining Services, Conference Sales, Hospitality, and Housekeeping. Departmental functions include sales and event planning; Registration and Hospitality for visitors, and maintaining comfortable spaces and services for visitors. The campus has 15 buildings and a guest/resident population that fluctuates between 30–120 individuals.

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, bookstore, and rental space on our beautiful 24-acre campus. Pendle Hill is a fragrance-free, pet-free community.

DUTIES AND RESPONSIBILITIES:

1. Sets financial goals and collaboratively oversees budget for all areas of Operations, including Dining Services, Hospitality, Conference Sales, and Housekeeping.
2. Collaboratively supervises direct reports, leads the departments, and cooperates with colleagues to provide optimal delivery of Pendle Hill's Operations functions
3. Provides vision, strategic oversight and input on all areas of Operations and is a member of the Administrative Team.
4. Ensures efficient purchase of inventory and supplies, upkeep of furnishings in keeping with our community aesthetic and values; billing of conference groups, sojourners, staff, and guests.
5. Assures successful goal completion by supervisees and looks for new opportunities to address organizational priorities through Operations functions.
6. Ensures pleasing appearance and upkeep of the interior campus spaces including furnishings and décor.
7. Supports healthy inter- and intra-departmental communications and planning.
8. Leads weekly meetings with Conference Sales Coordinator, Dining Services Manager, Guest Services Manager, and Housekeeping Supervisor.
9. Carries the 'on-call' overnight phone twice per week.
10. Ensures that facilities staff are notified of needed repairs and that kitchen cleanliness and safety standards continue to be met, in accordance with our food philosophy.

11. Works one or two weekends each month to support Hospitality and Housekeeping staff (on those weekends, alternate days off – e.g. Monday/Tuesday, will be taken).
12. Occasional night and weekend work is expected.
13. Other duties as assigned by the Executive Director.

REQUIRED QUALIFICATIONS:

1. Knowledge about and experience in at least two of the following: hospitality, food service, event planning, and working for a conference center or retreat center.
2. Experience in successfully hiring, training, and supervising employees.
3. Demonstrated ability to manage annual budgets over \$500,000.
4. Personal style which is cordial and welcoming; ability to communicate warmly and effectively with various individuals in both routine and challenging circumstances.
5. Ability to be welcoming to people of all backgrounds and to ensure spaces that are exceptionally welcoming as an expression of our mission, vision, and values.

DESIRED QUALIFICATIONS:

1. Experience in a leadership position.
2. Experience in successfully leading a department to achieve disparate goals.
3. Demonstrated appreciation for the Quaker testimonies.

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 appoints individuals without discrimination based on color, ethnicity, race, sexual orientation, class, gender identity or expression, pregnancy, age, national origin, ancestry, ability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. Pendle Hill recognizes that some of these categories are social constructs, not rooted in science. Our aim is to be inclusive and affirming.

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 September 18th, 2017 and continue until the position is filled, with an anticipated start between November 15th and December 1st, 2017.