



February 2022

POSITION: Director of Operations

REPORTS TO: Executive Director

SUPERVISES: Dining Services Manager, Conference Sales Coordinator,
Hospitality and Housekeeping Manager

GENERAL SUMMARY: The Director of Operations ensures that Pendle Hill is a hospitable and functional environment in which guests 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 food service and maintaining comfortable spaces and services for visitors. The campus has 13 buildings and a guest/resident population that may be as few as ten or as many as 100.

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. Leads the department, cooperating with colleagues to provide optimal delivery of Pendle Hill's Operations functions and supporting healthy inter- and intra-departmental communications and planning.
2. Serves as a member of the Administrative Team, providing vision, strategic oversight and input on all areas of Operations at the administration level and looking for opportunities to address organizational priorities through Operations.
3. Sets financial goals and collaboratively oversees budgets for all areas of Operations, including Dining Services, Hospitality, Conference Sales, and Housekeeping.
4. Supervises direct reports, fostering an empowering environment and actively engaging supervisees in setting and achieving yearly and long-range goals, including timely and budget-conscious planning and delivery of excellent guest services.
5. Supports Conference Sales Coordinator in determining and maintaining appropriate boundaries and offerings for groups' use of campus, as well as prompt and excellent communications and billing.
6. Works with the Guest Services Manager to maintain a pleasing appearance (including furniture and décor) of the interior campus spaces in keeping with our community aesthetic and values.
7. Supports the Guest Services Manager and the Dining Services Manager to maintain

safe and clean spaces for guests and staff by liaising with the Facilities and Grounds department as needed.

8. Supports the Dining Services Manager to create a thriving Kitchen team that fosters excellence while fully living into the Pendle Hill food philosophy.
9. Works with the Guest Services Manager and Housekeeping Supervisor to ensure excellent, professional customer service.
10. Supports the weekly Events Team meeting with Conference Sales Coordinator, Dining Services Manager, Guest Services Manager, and Housekeeping Supervisor.
11. Carries the 'on-call' overnight phone twice per week or as needed.
12. Performs other duties as assigned by the Executive Director.

REQUIRED QUALIFICATIONS:

1. Experience in a leadership position.
2. Knowledge about and at least 5 years' work experience in two or more of the following: hospitality, food service, event planning, or working for a conference center or retreat center.
3. Experience in successfully hiring, training, and supervising employees.
4. Excellent communication skills – in person and in writing.
5. Experience with setting, achieving, and helping others to achieve S.M.A.R.T. (Specific, Measurable, Attainable, Realistic, Timely) goals.
6. Demonstrated ability to manage annual budgets over \$500,000.
7. Personal style which is cordial and welcoming; ability to communicate warmly and effectively with various individuals in both routine and challenging circumstances.
8. Technologically able, with agility in the Microsoft Office suite and the ability to proactively learn and adapt to new technological systems.
9. Ability to be welcoming to people of all backgrounds.

DESIRED QUALIFICATIONS:

1. Experience in successfully leading a department to achieve disparate goals.
2. Experience in multi-year strategic planning at the team or department level.
3. Experience establishing and maintaining spaces that are exceptionally welcoming to all – physically, emotionally, and in many other ways – as an expression of core purpose.
4. Experience working with a sales/customer database.

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

1. A highly 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, cultural backgrounds and practices, and differences (of all kinds).
2. Familiarity with Quaker faith and practices and a commitment to learning more, 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. Out of respect for work-life

balance, “full-time” at Pendle Hill is 37.5 hours per week, with 7.5-hour typical workdays. Some night and weekend work are expected, with work taking place at least one to two weekends per month in support of Hospitality and Housekeeping staff (in the Guest Services Manager’s stead). 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: \$55,000-\$69,000 yearly salary (depending on experience) plus benefits including: medical, dental and life insurance, a retirement plan, generous paid vacation days (20), sick days (15), and holidays (11), and the opportunity to take Pendle Hill courses for free. Additional benefits include a 20% employee discount at the Pendle Hill Bookstore, free copies of all Pendle Hill pamphlets upon publication, and a beautiful campus with walking trails and fellowship with people from around the world.

This position requires residence in competitively priced housing on the Pendle Hill campus. As such, an additional benefit includes free meals from the Pendle Hill Kitchen tax-free (when the kitchen is operating).

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.

Pendle Hill staff are required to be fully vaccinated against COVID-19, except for those who cannot receive the vaccine for medical or religious reasons.

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

INTERESTED? Please submit the following items to Hannah Mayer, at hmayer@pendlehill.org, with “Director of Operations” and your last name in the email subject line:

1. a current resume,
2. a cover letter that includes how you heard about the position, why you want to be considered and your qualifications (applications received without a cover letter will not be considered)
3. and contact information for three references.

Review of applications will begin on January 10, 2022 and continue until the position is filled, with an anticipated start date on February 21, 2022.