



## JOB DESCRIPTION

JOB  
TITLE: Operations Director DATE: September 2020

PROGRAM /  
DEPT: Lake Louise Christian Community REPORTS  
TO: Executive Director

DIVISION: Operations SUPERVISOR  
OR  
MANAGER?: Yes

STATUS: Full Time (40 hours per week) FLSA STATUS: Exempt

### PROGRAM & POSITION SUMMARY

Lake Louise Christian Community, Camp and Retreat Center offers residential Christian camping adventures to children, youth, adults and families year round. Lake Louise Christian Community (LLCC) is a sanctuary empowering personal growth, faith, and knowledge within a community. The mission of LLCC is to offer an environment and provide leadership for opportunities promoting healthy relationships, personal wholeness and spiritual well-being.

The Operations Director is responsible for the technical management of Lake Louise Christian Community's facilities, equipment and community owned land. The Operations Director plans and coordinates the development, maintenance, upkeep, cleaning and repair of LLCC's 31 buildings, 5 seasonal structures, 2700 acres of residential and commercial forest lands consistent with the mission, established policies and procedures of Lake Louise Christian Community.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Model Christian faith to all persons with whom they encounter and interact with while on duty at LLCC.
- Ensure that Lake Louise Christian Community and facilities follow State, Local and other government regulations, OSHA and American Camp Association (ACA) standards.
- Supervise and coordinate service work groups, volunteers and site management staff, to ensure appropriate coverage for operations. This includes the maintenance and improvement of all buildings, equipment, roads, vehicles and other facilities.
- Responsible for physical and digital documentation of maintenance records, invoices, contracts, and ongoing site projects. Coordinates with the Executive Director on the filing and maintaining of pertinent documents.
- Maintains positive working relationships with contractors, vendors, local authorities, LLCC Staff, volunteers, LLCC Summer Camp program volunteers and LLCC Cottager Community.

#### Key Responsibilities

##### **Facilities Management**

- Implement systems for regular maintenance and upkeep of camp buildings and grounds, including routine duties such as mowing, painting, road maintenance, etc.

- Perform daily, regular, seasonal and long-term building, custodial, site and equipment maintenance. This includes all mechanical, electrical, all infrastructure systems to ensure proper and safe provision of these services to camp and community residents.
- Manage and help protect the natural resources of the LLCC property.
- Supervises preventative maintenance of all electrical, plumbing and mechanical systems including heating, air-conditioning, electrical services, domestic appliances, kitchen equipment; trouble shoots problems and identifies most cost-effective manner of resolving problems; recommends purchase of new equipment as appropriate.
- Coordinates and supervises improvement projects authorized by the Board of Trustees and undertaken by staff, volunteers; plans and organizes such projects; ensures appropriate equipment, tools and materials are available; ensures projects are executed in compliance with safety protocols. This includes organizing the program needs for our Boyne Country Service Projects.
- Inspects grounds and facilities on a daily basis to identify maintenance needs; ensures the facilities are cleaned as scheduled; inspects equipment and systems with fire and health inspectors.
- Maintain the many roads and footpaths throughout the community; seasonal upkeep is done through grading and snow plowing.
- Addresses security needs at the camp and within the community to ensure a safe environment for our campers, guests, staff and cottagers.
- Maintain the upkeep of the LLCC grounds through trail maintenance, brush clearing, mowing and trimming.
- Immediately report any situation that might jeopardize the health and safety of LLCC campers, volunteers and / or staff.
- Required to strictly adhere to all safety protocols when working with or around any and all construction equipment, tools, cleaning products and motorized carts.
- Deliver the highest quality of services in keeping with the mission and critical success factors of the community.
- Ensure that all camp vehicles, including trailers, tractors, golf carts are in working order at all times.

#### **Administration**

- Participate actively with the LLCC team of Directors.
- Works with the Executive Director on the planning and project management of major facility projects.
- Supervises seasonal maintenance personnel and volunteers engaged in property maintenance.
- Participate in the planning, budgeting and scheduling of facilities modifications and major maintenance so that these provide the least disruption to camp and community activities.
- Performs supervisory duties including interviewing and hiring staff, assigning and reviewing progress of work assignments' conducting performance reviews and planning staff development opportunities.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

#### **Education & Experience:**

- Must be at least 25 years old and a High School Graduate or equivalency.
- Preferred experience in working in an active outdoor environment.
- Preferred experience in providing direct customer service.
- Preferred knowledge in electrical, plumbing, construction, HVAC maintenance and repair.

- Prior overall maintenance experience required.

**Knowledge, Skills & Abilities:**

- Motivated self-starter who is outgoing, flexible and able to manage multiple projects efficiently.
- Proficient knowledge in operating landscaping equipment including lawn mowers, trimmers, leaf blowers, chainsaws, wood chippers and splitters.
- Experience in operating heavy equipment including trucks and tractors.
- Ability to work both collaboratively and independently.
- Carpentry, plumbing and electrical knowledge required.
- Ability to work at multiple tasks while maintaining attention to detail.
- Ability to communicate effectively with a variety of people in a variety of situations including the direct supervisor, coworkers, staff, guests and volunteers.
- Act as an "on call" support for all LLCC programs and the Cottager Community.
- Demonstrates the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in cross-cultural situations.

**Clearances Required Prior to the First Day of Employment:**

Background  
Check: **Required**

TB Screening -  
Negative Tuberculosis Test: **N/A**

First Aid/CPR  
Certificate: **Recommended**

**PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Frequent bending, standing, stooping, kneeling, reaching, twisting, and walking.
- Frequent lifting, pushing, and pulling.
- Frequent repetitive motions: Making substantial movements (motions) of the wrists, hands, and/or fingers.
- Climbing and balancing
- Very heavy work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.
- The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned.
- Driving is required for this position.

If driving a car is required for the position, incumbent must have a valid Michigan driver's license and be able to provide proof of DMV record and personal insurance (if required.)

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is located on the property of a large residential children's camp and ministry.
- The worker is subject to noise: Noise level in work environment can be moderate to excessive.
- The work environment includes contact with many children, who may be loud and at times behaviorally challenged.

- The work environment will include children ages 7-17 years old and adults.
- The work environment is located in an outdoor rustic environment of forests and lake and in a close-quartered community setting.
- Daily exposure to the sun, heat and wild animals such as bugs, snakes, raccoons, etc.
- The worker is frequently exposed to cleaning products.
- The worker frequently uses tools and equipment associated to the maintenance and upkeep of the LLCC facilities.
- The worker is subject to outside environmental conditions: Protection from weather conditions but not necessarily from temperature changes.
- The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.

**DISCLAIMER:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

*LAKE LOUISE CHRISTIAN COMMUNITY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER and is committed to providing equal employment without regard to race, color, creed, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, legal domicile status, veteran status, disability or AIDS/HIV status or any other characteristic protected under federal or state law.*

**To Apply for the Position:** Applicants should send the application found on our website, a cover letter addressing their qualifications and a resume outlining their work and volunteer experiences. Send all items to:

Executive Director  
Lake Louise Christian Community  
11037 Thumb Lake Road  
Boyne Falls, MI 49713  
ATTN: Operations Director

Fax: 231-549-2729 and email [execdirector@lakelouisecommunity.org](mailto:execdirector@lakelouisecommunity.org) also accepted.