



Mater Dolorosa Passionist Retreat Center

POSITION DESCRIPTION: Director, Facility Operations

General Summary:

The basic function of this position is to coordinate the use of the facility and oversee maintenance of the facility. The Director manages the Master Calendar. This consists of booking and coordinating hosted group events during the mid-week; scheduling special events; arranging for private retreats; and communicating to staff all details pertaining to upcoming events. This position also directs the work of assigned facilities and housekeeping personnel in maintaining the facility in optimum condition for the retreatants. Implement programs and practices that assure effective staff training and assessment of job performance.

Reports to: Retreat Center Director/CEO, Mater Dolorosa Passionist Retreat Center

Scope of Responsibility –

Supervisory Oversight of:

- Guest Services Coordinator
- Maintenance Staff
- Housekeeping Staff
- Security

Hosted Programs:

- Conducting tour of facilities to interested groups
- Answering inquiries about use of facilities and mailing brochures and other information as requested
- Looking ahead each year to make sure repeat groups can be accommodated and communicate with each group year in advance
- Booking retreat on Master Calendar, making sure that there is no conflict when there is more than one group on a given day
- Meeting with contact persons to arrange details for their event and making periodic updates over the phone
- Sending out Agreement for Use of Facilities to each group to sign and return with a deposit within three days of speaking with group
- Books the hosted programs in accordance with retreat center pricing policy;
- Follow up on unpaid deposits on a bi-weekly basis
- Keep accounting of deposits in MDRC and give checks to Financial Assistant on a weekly basis.
- Keeping a working file on each event
- Prepare and mail final billing statement for each event before the end of the next business day after the event.
- Logging all payments the same week they are received
- Reminding slow payers of outstanding balances beginning two weeks after invoice is mailed
- Making and posting welcome signs for each group the day of arrival
- Greeting the group and checking with the contact persons that they have what they need to begin their retreat
- Arranging for each group to be welcomed by one of the Passionists

- Finalizing all details of each event and communicating to the rest of staff the meal needs, the logistics of set up of each conference room, bedrooms to be used, times of use of chapel, etc.
- Tallying monthly and yearly totals of number of participants by category of groups and the total revenue received by hosted groups by category

MDPRC Special Programs

Coordinating special programs involves:

- Planning dates and communicating details for the event to appropriate departments
- Taking reservations
- Receiving deposits when called for and making copies of all checks
- Sending confirmation postcards or letters
- Generating reservation lists
- After special program, updating data in computer as to who attended, who cancelled, who did not show up and totaling number of participants

Private Retreats

Coordinating private retreats consists of:

- Scheduling over telephone for a private retreat
- Checking references, when possible
- Determining if it is possible for a private retreatant to be here for a day or for overnight stay, in light of what other groups are scheduled
- Communicating to staff the name, room assignment and length of stay on the weekly update or by memo if necessary
- Input retreatant information and payment in Excel Log upon receipt

Communication to MDPRC Staff

Communicating all details pertaining to daily, weekly and monthly events to each staff member includes gathering all info, composing, printing and distributing:

- Monthly Calendars – distributed by Wednesday of last week of prior month
- Monthly Detail Lists – distributed by Wednesday of last week of prior month
- Weekly Updates – distributed by Wednesday of each week
- Daily updates – distributed to Kitchen, Housekeeping and other staff immediately upon knowledge of changes

Facility Management

- On an ongoing basis, assess facility conditions and take appropriate responsive and/or planning action. Tour facilities frequently to assess the quality of the exterior and interior environment.
- Plan maintenance projects and cyclical programs so that they minimize negative impacts on retreatants while assuring the retreat center is properly maintained, prepared, and appropriate for their intended use.
- Develop and implement an effective communications plan that assures assigned staff, residents, and other constituents are informed of maintenance work, housekeeping, projects, and related efforts.
- Provide expertise to retreat center management in maintenance, housekeeping, renovation, and construction efforts.
- Assist in preparation of the annual budget for the retreat center. Manage approved budget; monitor expenses in consultation with the Administrator, and take appropriate action as needed. Recommend the purchase of related equipment, supplies, and furnishings as may be needed or requested.

Miscellaneous

- Any other duties prescribed by MDPRC Retreat Director or MDPRC Administrator. The intent of this job description is to provide a representative and level of the types of duties

and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

Education/Training:

- Bachelor's degree required.
- Experience: Minimum five years of progressive experience and leadership of hospitality related operations, including supervisory experience. Campus housing settings, hotel, and hospital are acceptable alternative settings.
- Superior skills in planning projects and managing ongoing, routine maintenance requirements.
- Ability to lead a team, as well as to work collaboratively with others.
- Strong budget development and management skills.
- Superior communication skills: speaking and writing.
- Demonstrated commitment to staff development and training.
- Excellent ability to build and sustain positive and collaborative working relationships with a wide range of constituents.
- Superior commitment to quality assurance and customer service.
- Strong ability to translate priorities into field decisions.
- Interest in and ability to work as a member of a team.