



# WESTWIND

*Job Description 12.01.2021*

Job Title: **Operations Director**  
Classification: **Full Time, salary, exempt**  
Schedule: ***To be determined***  
Reports to: **Executive Director**

## **Position Purpose**

This position serves as Westwind's lead staff at the Westwind site. The Operations Director leads site-based strategy to include site planning, management, and local community partnerships. The Operations Director supervises 3-7 staff onsite.

The Operations Director works on-site at Westwind with some travel. On-site housing is available, though not required.

## **Essential Job Functions**

- Ensure that Westwind Site and facilities are in compliance with American Camp Association (ACA), OSHA, state, local and other government regulations.
- Supervise and coordinate site staff to ensure appropriate coverage for operations.
- Manage and help protect natural assets and human-built facilities on the property; ensure management activities adhere to OWEB Conservation Easement and Conservation Plan, Cascade Head Scenic Research Act, other state, federal, and local obligations.
- Maintains positive working relationships with Westwind staff, volunteers, contractors, vendors, local authorities and partners.

## Key Responsibilities

### **Site Management**

- Works with the Executive Director on the updating and administration of an ongoing Site Management plan that achieves the Mission and Vision of the organization, while adhering to budget constraints
- Manages guest site operations team (staff and volunteers) to ensure the safe and efficient management of the site, natural assets and facilities, aligns with Westwind's mission, and meets revenue/outreach goals.
- Manages major site projects, and serves as the primary contact for vendors and



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contractors.

- Acts as lead staff liaison to the Site and Conservation Committees.
- Oversees the purchase, use, care, and on-going inventory tracking of all property equipment and supplies.
- Monitors the site regularly for potential dangers or physical hazards.
- Handles on-site emergencies, as needed.

## Guest Services

- Works with the Executive Director on the updating and administration of an ongoing Guest Services plan that achieves the Mission and Vision of the organization, while adhering to budget constraints
- Manages guest services team (staff and volunteers) to ensure the program provides a satisfying guest experience, aligns with Westwind's mission, and meets revenue/outreach goals.
- Directs the Guest Services Manager to ensure the proper operations of food and dining service.
- Ensures the proper inventory and ordering of food, equipment, and supplies and directs the routine maintenance, sanitation, and upkeep of the camp kitchen, its equipment, and facilities.
- Arranges bi-annual health inspections and works with the health department to address needs.
- Directs the Inspection of equipment and ensures equipment is repaired as necessary.
- Be a back-up on-call person for guest needs, as needed.
- Promote practices that seek to reduce waste, reuse items, and recycle as much as possible.

## Administration

- Manages department budget; works with the Business Director on financial aspects of the Westwind site and facilities and monitors departmental spending.
- Collaborates with operations and guest services staff to ensure proper budgeting, tracking, and expenditures for daily operations and projects.
- Effectively communicates and collaborates with the Business Director to ensure timely follow through with inspections and other compliance with insurance and maintenance of facilities, including documentation and filing.
- Works closely with staff to maintain accreditation, inspections and certifications such as (ACA, Health Department, and Coast Guard), check lists and appropriate regulatory



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reporting.

- Oversees routine maintenance, inspections, and vendor contracts on equipment and services including Synergo, trash removal, recycling, sewer, water, etc.

## Staff Management and Support

- Responsible for training and job specific onboarding of supervised employees.
- Trains and supervises staff.
- Conducts weekly check-in's, informal performance assessments quarterly or on the job coaching with direct reports, and formal performance evaluations annually.
- Ensures staff schedules and workload are compatible with both Westwind's needs and those of our staff

## Partnerships

- Serve as site liaison in the local community including CHSRA, UNESCO Biosphere, County, State, and federal agencies.
- Attend community events, as needed.

## **Qualifications** (*Preferred Education and Experience*)

- Belief in the value of nature and environmental stewardship in defining our lives
- Five-year minimum work experience in project management, or facilities management
- Five-year minimum personnel management and development
- Experience with nature conservation or natural systems management
- Experience in customer service, camp, or hospitality industry
- High proficiency with information technology, including writing/editing emails, documents, spreadsheets, texts and web pages (not programming)
- High proficiency with all interpersonal communications by phone and in person
- Positive attitude and enthusiasm for Westwind vision and mission
- Highly organized with an attention to detail
- Experience building an effective, well coordinated team

## **Physical Aspects of the Job**

- Ability to regularly walk, carry gear (> 40lbs) and otherwise navigate Westwind terrain while leading guests.
- Ability to regularly work in an office environment, use computers and phones.