

Mount Eagle Retreat Center Job Description

Position Title: Assistant Director, Mount Eagle Retreat Center
Reports To: Executive Director in cooperation with the Board of Directors of Mount Eagle Retreat Center
Date: March 2025

Summary of the Position

The Mount Eagle Assistant Director is responsible for the operational management and coordination of all Mount Eagle facilities and events on the property. This position works closely with the Executive Director to ensure the expectations and guidelines are met as required by the Mount Eagle Board of Directors, with an emphasis on guest experiences, facility maintenance and day to day operations. Mount Eagle Retreat Center is an independent 501c3 non-profit with roots in the Arkansas Conference of the United Methodist Church and serves all individuals and groups seeking a safe and welcoming environment for holy listening. The Retreat Center operates on land owned by the Arkansas Conference of the United Methodist Church, using the theology of the United Methodist Church, as outlined in the Book of Discipline.

Major Responsibilities

The Assistant Director lives onsite and oversees the daily operation and guest experience at the Retreat Center, under the direction of the offsite Executive Director and volunteer Board of Directors. Ensuring physical and emotional safety of staff, guests and volunteers is a top priority, according to accreditation bodies; local, state and federal guidelines and standards; the mission and goals of the Arkansas Conference and the United Methodist Book of Discipline. Supervises maintenance, booking and housekeeping staff and oversees operation of the Retreat Center.

This position is responsible for the management and coordination of events, day guests, and nightly reservation. This includes guests' needs, outdoor spaces, and facilities before, during and after usage. They have oversight of property and facility maintenance, coordinating staff and volunteers to assist with efforts ensuring our guests have the opportunity to enjoy creation in a safe and properly cleaned and maintained environment.

Specific Duties

- Operations
 - Facility management and maintenance, including property development and maintenance needs to ensure stewardship of current resources and identification of future needs.
 - Oversee guest services, including food service and housekeeping.
 - Supervise, evaluate and appreciate Mount Eagle support staff and volunteers.
 - Provide general administrative and reporting needs.

- o Skills to identify needs or problems before they arise and offer solutions to the Executive Director for consideration to implement.
- Provide reports to the Executive Director as required regarding all operations of the property and any budgeting and bookkeeping responsibilities.
 - o Develop and implement Christian programs that assist in making disciples of Jesus Christ, enhancing spiritual growth and creating vital congregants.
 - o Work with the Executive Director to create and implement a programming calendar.
 - o Management of the programming calendar and room block.
 - o Work with the Marketing Specialist to create effective marketing materials and timelines for programs.
 - o Support creation care initiatives.
- *Hospitality*
 - o Must be personable and receivable to all people and inclusive of others regardless of nationality, race, gender, or sexual orientation.
 - o Be responsive to feedback without engaging negative reactions.
 - o Serve as primary onsite contact for individuals and groups on retreat at Mount Eagle Retreat Center.
 - o Provide information about camp and retreat resources and opportunities to assist group leaders in decision-making and planning.
 - o Assist with coordinating guests, events, and group registration for site usage.
 - o Continue to nurture relationships with the surrounding community
- *Finances*
 - o Management of bookkeeping and reporting to the Executive Director as required to review.
 - o Management of annual budget. Ability to identify budgetary needs and make recommendations for adherence.
 - o Procure supplies and materials to meet the needs of Mount Eagle.
 - o Assist with the stewardship of acquired revenue and donations.
 - o Assist Executive Director with the development plan and donor outreach to meet short-term and long-term goals.
 - o Assist Executive Director with developing and managing the annual retreat center budget.
- *Regulatory Compliance*
 - o Assist Executive Director with compliance:
 - all local, state and federal health and safety requirements.
 - United Methodist Camp and Retreat Ministries (UMCRM) guidelines.
 - United Methodist Safe Gatherings policies.
 - American Camp Association (ACA) accreditation.
 - Forest Stewardship Council and NativState Carbon Credit agreement.
 - o Reporting of safety procedures, adherence, and any accidents or violations.
 - o Assist the Executive Director in establishing any updates needed to safety.

Necessary Skills

- Must have event planning and management background.
- Demonstrates an ability to develop effective programming.
- Ability to develop Project Plans to help identify needs and workflows to ensure visitors have a seamless and positive experience.
- Forward thinker who is interested in continuing growth and interest for visitors at Mount Eagle.
- Critical thinking and problem resolution skills.
- Team oriented and able to delegate responsibilities to ensure all people on the team are developing their skills.
- Ability to understand and solicit appropriate contract work to complete varying projects.
- A self-starter with demonstrated competence in:
 - managing multiple tasks.
 - team building.
 - networking with leaders and congregations.
- Excellent organizational, people and communication skills with the ability to use those skills to coordinate and motivate staff and volunteers to work effectively with multiple constituencies virtually and in person.
- Excellent verbal and written communication skills, with ability to effectively present information and respond to questions.
- Ability to identify and anticipate work needs and proactively take steps to accomplish tasks (including identifying the needs for training).
- Well organized and able to manage multiple priorities.
- Good computer skills, proficiency with Microsoft Office Suite.
- Ability to honor confidentiality and use discretion in performing tasks.

Preferred Skills:

- Must have reliable transportation, a valid driver's license, and a clean driving record.
- Project Management.
- Staff, customer (internal and external), and volunteer management.
- Knowledge of and experience in recycling composting and educational gardening.
- Respect and sensitivity to personal situations.
- Event planning and coordination experience.
- Experience balancing resources between multiple customers.
- General construction knowledge with personal or management experience.
- Experience with QuickBooks and other software applications.
- Safety practices and adherence background.
- Knowledge and use of hand tools, powered equipment, and basic tractor functions.

Education and Experience:

- A bachelor's degree or equivalent is highly preferred. In some cases, equivalent work experience will be considered. Preference for degrees in religious studies, business, public administration, nonprofit administration or related fields.
- Demonstrate a willingness to participate in continuing education related to camp and retreat leadership.
- Experience in camp and retreat settings or equivalent, with operational oversight and programmatic knowledge.
- Experience working within a ministry culture that respects diversity in its many forms.
- Proven commitment to and knowledge of Christianity with an understanding and enthusiasm for United Methodist theology and tradition as expressed by the Arkansas Conference
- Demonstrated passion for connectional camp and retreat ministry.
- Professional and patient, with a strong orientation toward guest service and responsiveness.

Working Environment:

- Living onsite at a remote outdoor retreat facility. Housing for the Assistant Director and their family is provided onsite, with provided utilities.
- Travel across Arkansas for presentations and procurement of supplies and equipment. Frequent travel on weekends and evenings, with occasional overnight stays. Mileage reimbursement is available for any travel offsite.
- Responsible for being on-call phone while guests are on-site, or securing facility coverage (Executive Director or other employees, board members or other volunteers) at all times when the Retreat Center is occupied.
- Work schedule is a mixture of regular business hours, evenings and weekends. Flexibility is critical.
- Physical Activities:
 - o The ability to lift at least 40 pounds.
 - o The ability to walk up and down hills and on uneven ground.
 - o Use of maintenance equipment and machinery.
 - o Ability to lead moderate physical activities in the course of a typical day.

Compensation: Salary commensurate with experience, plus benefits including health insurance, travel, professional development housing, and utilities