

POSITION TITLE: Operations Manager
POSTING DATE: September 9, 2022
ANTICIPATED START DATE: November 1, 2022
POSITION REPORTS TO: Outdoor Education Center Director
FLSA STATUS: Full-time, non-exempt
STARTING SALARY RANGE: \$32-35K, based on experience



ORGANIZATION AND POSITION SUMMARY

Glen Helen is an independent nonprofit nature preserve and environmental learning area located in Yellow Springs, Ohio. The mission of its Outdoor Education Center (OEC) is to provide transformative learning experiences that engage learners in the practices of sciences; promote self-discovery and growth; cultivate community; and create a connection to our natural world. The OEC runs three distinct programs: a Naturalist Teacher Internship, Outdoor School (a residential, environmental science program during the school year), and Ecocamp (a summer camp program). The Operations Manager is an integral member of the OEC administrative team: a small, dedicated group of permanent staff who collaborates to support our interns, seasonal staff, and school partners in fulfillment of our mission. This team forms a fun, passionate, engaged learning community interested in making a difference in the lives of everyone we work with. We share the values of being inclusive, growing new skills, learning together, and communicating well in order to work together effectively. Glen Helen is an equal opportunity provider. Specific areas of responsibility for the Operations Manager includes providing pre- and post-program administrative and operational support to our partner schools and families and acting as a liaison with the Glen Helen Association finance team.

KEY RESPONSIBILITIES

Outdoor School Responsibilities:

- With OEC Assistant Director, manage school contracting and invoicing
- Act as the primary point of contact for all school groups before and after their Outdoor School experience, with support from the OEC Assistant Director
 - Ensure schools receive and complete pre-trip planning guides and forms appropriately
 - Act as the point person for pre-arrival teacher questions
 - Coordinate individualized accommodations such as special needs and dietary restriction requests
 - Serve as liaison between housekeeping, kitchen, and maintenance staff
 - Process follow-up surveys and communications
- Provide a high level of customer service and accommodation for teachers, chaperones, and guests
- Assist with arrival and departure day teacher/chaperone meetings for incoming groups

Ecocamp Responsibilities:

- Set-up and maintain seasonal Ecocamp registration website, with support from the OEC Director
- Process summer/seasonal camper registrations, paperwork, and payments
- Act as the primary point of contact for all camper families before and after their Ecocamp experience, with support from the OEC Director
 - Ensure families receive and complete pre-camp planning guides and forms appropriately

- Act as the point person for pre-arrival parent questions
- Coordinate individualized accommodations such as special needs and dietary restriction requests
- Serve as liaison between housekeeping, kitchen, and maintenance staff
- Process follow-up surveys and communications
- Provide a high level of customer service and accommodation for camper families
- Assist with arrival and departure day check-in and check-out of campers

General Operations Responsibilities:

- Process income and expenses, organizing day-to-day financial reports for GHA administrative staff
- Routinely correspond with prospective schools, renters, parents, and vendors
- Oversee OEC camp store revenue, inventory, and ordering
- Assist with intern and seasonal staff training
- The Operations Manager is required to articulate and pursue their own learning objectives each year
- Participate in staff functions, including preparing periodic reports and attending meetings
- Additional responsibilities as agreed upon

QUALIFICATIONS

- Effective verbal and written communication skills and ability to communicate clearly and diplomatically with a wide range of audiences
- Demonstrate organizational skills and attention to detail
- Demonstrate a respect and affinity for children
- Commitment to equity and inclusion
- Willing to work closely as a team and act as a positive role model for interns and seasonal staff
- Ability to troubleshoot challenges with patience and creativity
- Ability to take initiative and produce results with minimal supervision
- Solid technological skills, and fluency or ability to learn Microsoft Suite applications, Google Apps, FileMaker Pro, and other relevant programs as necessary

CERTIFICATES, LICENSES, REGISTRATIONS

- Bachelor's degree or equivalent combination of education and experience in similar position
- Valid driver's license
- Proof of vaccination against COVID-19
- BCI/FBI background check required

TO APPLY

Send cover letter, resume, and contact information for three references to:

scline@glenhelenassociation.org; or

Operations Manager Search
 Glen Helen Association
 1075 State Route 343
 Yellow Springs, OH 45387