



Director of Operations

Classification:	Salary
Position reports to:	CEO/Executive Director
Position approved by:	Board of Directors
Position supervises:	Maintenance Manager, Operations Coordinator, Kitchen, Housekeeping, Landscaping, and Volunteers
Location:	Fairfield, Idaho (on-site May-October when guest groups are on site, there is lodging available) Off season (November – April) is a remote/hybrid work situation but must be an Idaho resident and able to travel to site as needed.

About:

Hidden Paradise is Idaho's first medically accessible and adaptable camp property. Hidden Paradise is a welcoming space designed specifically for guests with medical needs to securely connect with nature and each other.

Hidden Paradise is owned by and home to Camp Rainbow Gold, an independent nonprofit serving Idaho children diagnosed with cancer and their families. Hidden Paradise also welcomes other nonprofit organizations, programs, and retreats serving those with medical, physical, emotional, or mental health challenges.

Job Description:

The Director of Operations (DO) of Hidden Paradise (HP) reports to the CEO and is responsible for upholding the mission and vision of Hidden Paradise and presenting our Camp values to all who attend Hidden Paradise and support the facility.

The DO is responsible for the overall stewardship and vitality of the facility and programming, as well as all aspects of camp business and operations including but not limited to hiring and training staff, leasing, American Camp Association accreditation, maintenance, and care of the facility.

Responsibilities

- Ensure that the organization has a long-range business plan which achieves its mission and financial goals, and toward which it makes consistent and timely progress.
- Provide leadership in developing program, organizational and financial plans with the CEO and staff, and carry out the plans and policies.
- Administers fiscal oversight and responsibility for HP operations, assists in the creation of an annual operating budget, and monitors that budget monthly to ensure the facility is remaining within its guidelines.
- Manages camp insurance policies.
- Recruiting, promoting, and training of all staff.
- Promote active and broad participation by volunteers in all areas of the organization's work.



- Participates in camp-related conferences, training, and networking opportunities.
- Oversees the compliance of American Camp Association Accreditation, health department regulations, and city and county codes.
- Soliciting in-kind donations and financial support will be necessary at times when dealing with vendors and purchasing.
- See that the CEO is kept informed on the condition of the facility and all-important factors influencing it.

Guests Groups

- Oversees the Operations Coordinator to ensure processes are accurate, timely, strong communication and an overall strong customer service experience.
- Community outreach and develop marketing plan with the marketing department to maximize the rental of Hidden Paradise.
- Building a rapport with the guest groups to include program meetings to determine their needs to be considering them in the strategic planning and program development.
- Developing ways that all the medical guest groups can collaborate in a manner that they all may save funds and increase the numbers we are all serving.
- Provide support while on site to ensure they have a safe and fun experience.

Facility Management

- Oversees the HP facility and property and continues the forward development of Hidden Paradise.
- Maintains cordial relations with camp neighbors, vendors, partners, contractors, local authorities, and other local and national camps.
- Executes and completes tasks in the HP Strategic Plan and annual goals.
- Facility management will include the oversight of all programs offered (archery, ropes course, tents, bikes, etc.) as well as their equipment and supplies necessary.

Qualifications/requirements include:

- Bachelor's Degree in Business Management or related experience
- Excellent communication skills (written and spoken)
- Valid Driver's License
- Able to be on site during all guest group events. Most of them happening from May to October, weather permitting. On-site lodging available.
- Strength and endurance are required to maintain constant supervision of camp staff and campers, in a rugged setting, with minimal time off during camp operation.
- Completion of a successful national criminal background check

Physical Demands and Work Environment:

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



While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, and handle or feel objects, tools, or controls. The employee is occasionally required to stand, walk, sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Salary:

The salary range for this position is \$68,000 + DOE. Benefits included.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Employee Name (Please Print)

Employee Signature Date

CEO/Executive Director Name (Please Print)

CEO/Executive Director Signature Date