

LOYOLA RETREAT HOUSE
EXECUTIVE DIRECTOR – JOB DESCRIPTION

SUMMARY:

Loyola Retreat House seeks an Executive Director to lead the organization and build an exceptional team dedicated to continuing its important mission in an environment grounded in the teachings of the Catholic faith. Operational responsibilities include delivery of guest services for hosted, sponsored, and private retreats, fundraising, general administrative and financial integrity. This includes all administrative, development, and financial duties necessary to keep the retreat house operational, financially healthy and to promote its mission. Experience in the hospitality and/or retreat industry with a successful track record in management and leadership positions are essential requirements. Management experience that demonstrates collaboration and teamwork will also be an important consideration.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage all aspects of the reservation process for the facility to include phone and online reservations, contracts, and correspondence for both day and overnight retreats. Coordinates with house staff and appraises them of the daily schedule ensuring all guest needs are met.
- Prepare and present a long-range vision and strategy for the Retreat House in conjunction with the Executive Board of Directors.
- Manage and develop the Retreat House staff, ensuring they are engaged in and consistently meeting daily operations. Staffing oversight includes Office Assistant, Housekeeping Staff, Maintenance Staff and Chef. This includes timesheet approval and payroll management.
- Manage all personnel requirements for employees of the Retreat House. This includes recruiting, hiring, developing and engaging employees; establishing or revising policies; update/prepare job descriptions; complete annual performance reviews and annual salary planning.
- Work with the staff and board to prioritize upgrades and capital improvements to the facility and grounds.
- Prepare a monthly finance report to be presented at board meetings and maintain sound financial responsibilities.
- Prepare a retreat report of all activity and present it at each board meeting.
- Assure that gospel values are being promoted by all staff members by their spirit of hospitality and welcomeness to both our guests and each other.
- Prepare and present the annual budget for the retreat house; manage the budget to ensure that the Retreat House operates within budget guidelines.
- Maintain a working knowledge of significant developments and trends in retreat centers in the area.
- Ensure the financial responsibilities are complete and accurate including invoicing and collection of receivables.
- Ensure hospitable delivery of services for hosted, sponsored, and private retreats to Loyola's various constituent groups.
- Lead the staff of Loyola Retreat House to ensure they are exceeding guest expectations in the providing of retreat services.

- Develop a cohesive team working in an operating atmosphere of trust, transparency and grounded in Christian values.
- Enhance the visibility of Loyola Retreat House in Northeast Ohio through marketing, planning, communications, and outreach.
- Lead, direct and participate in fundraising and capital campaign efforts on behalf of the Retreat House. This will also include grant writing for capital improvement projects.
- Knowledge of technology including Windows, Microsoft Office, QuickBooks online, website management, social media and eTapestry.

QUALIFICATION REQUIREMENTS:

Excellent organizational and communication skills with the ability to oversee all aspects of managing a retreat facility in a successful manner. Basic knowledge of accounting and payroll procedures. Strong interpersonal, written, and verbal communication skills, including the ability to produce clear, concise reports and recommendations and make presentations to varied groups. High level of accuracy and attention to detail, decision-making, use of discretion, teamwork, service orientation, independent judgement/action, problem solving, organizational and supervisory skills. Ability to honor and maintain confidentiality. Ability to handle multiple priorities and work flexible hours is required. Excellent public relations skills to deal with guests and constituents.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree with 2-4 years of experience in business or hospitality. Knowledge and understanding of retreat houses and church/school organizations. Proficiency with personal computer and all basic office equipment, including QuickBooks, Microsoft Office and e-Tapestry.

- Retreat Center/Hospitality Center management experience
- Bachelor's degree in business, accounting, finance, or sales
- 5-years leadership experience
- Experience hiring and managing a diverse staff to meet strategic goals
- Strong oral and written communication skills
- Collaborative management style
- Finance, HR, and strategic development experience
- Experience with a Catholic and/or Christian ministry
- Experience working with a non-profit Board

Loyola Retreat House Website <https://loyolaretreathouse.com/>

Those interested in applying can send an email with Cover Letter and Resume to:

Dan O'Connell
email: dtandshe@msn.com