

Miracle Camp & Retreat Center

Job Description: Ministry Lead



Miracle Camp
& Retreat Center

Job Title: Ministry Lead

Division: Experience Team

Reports to: Executive Director

Direct Reports: Youth Program Director, Adult Program Director, Guest Service Director, Dining Service Director, and Housekeeping

Key Relationships: Executive Director and Operations Lead

Salary: Commensurate with experience

Classification: Full-Time, Salaried, FEC Credentialed, On-Site, Host, Executive Team

Overview:

Every professing Christian represents Jesus Christ and is a minister of the Gospel, regardless of department or position. The Bible states in 1 Peter that all believers are a holy priesthood, offering sacrifices to God through the work He has entrusted them to do. In scripture it is made clear that everything we do matters to God and that He wants us to use our service at Miracle Camp and Retreat Center (MCRC) to minister to others and glorify Jesus. Whether cleaning cottages, repairing vehicles, cooking food, answering phones, working with guest groups or teaching Bible studies, all Christians are Christ's ministers as we use our specific gifts. Romans 12 urges us as Christ's Body to use our different gifts as one unified team, knowing that we are all gifted with diverse talents and we are to fully use them to minister to others.

With that as the basis for working here, the Ministry Lead will work to ensure the highest quality experience for the guests of MCRC.

Position Summary

The Ministry Lead is a member of the Executive Team and provides leadership for how the staff implement the vision of Miracle Camp and Retreat Center (MCRC). This role provides leadership and guidance to the Experience Team who coordinate the details and schedules for all MCRC events. Job-holder also serves as a spokesperson and promoter of MCRC to various constituencies, including churches, individuals, local organizations, governmental units, etc.

Job Responsibilities

- A. 40% - Leadership and Programming
 1. Serve as acting director when Executive Director is off site.
 2. Oversee and manage the Experience Team with humility and empowerment.
 3. Ensure that all staff are serving the guests of MCRC with excellence.
 4. Lead Experience Team meetings to facilitate good communication between departments.
 5. Develop a long term plan for programmed events and work with Experience Team to set annual calendar.
 6. Create an atmosphere that generates ideas to ensure that programs are relevant to campers and guests.
 7. Oversees the creation, development, and implementation of new initiatives.
- B. 10% - Organization
 1. Assist the Executive Director manage the overall and day to day operations of MCRC.
 2. Assist the Executive Director develop and foster a unified, cohesive team attitude among the staff.
 3. Assist the Executive Director create, develop, and uphold all necessary operational policies and procedures.
- C. 20% - Church Partnerships and Donor Development
 1. Serve as a face and voice of MCRC with all churches, key partners and other key constituents.
 2. Manage the church partnership plan to more closely align MCRC with churches in the midwest.
 3. Focus MCRC on being a "needs based" organization. Seek to find out the needs of partner churches so MCRC can meet those needs.
 4. Develop relationships within the Fellowship of Evangelical Churches and its member congregations.
- D. 10% - Quality Management and Training
 1. Manage feedback/evaluation loop to inform MCRC team to how successfully they are meeting guest needs.
 2. Make recommendations to the Executive Director on ways the team can improve service.
 3. Be present at many of the guest events to visually observe and improve the experience.
 4. As the leader in customer service, resolve guest complaints and problems as they happen.

5. Utilize feedback to regularly generate new innovative ideas and improvements for the future.
6. Develop a comprehensive training plan for all MCRC employees, but especially for activity staff, desk staff, hosts, food service staff and anyone else who interacts with guests. Assist Experience Team with training.

E. 10% - Part Time Staff

1. Work with the Experience Team leaders to hire, fire and train all part time staff.
2. Work with the Experience Team to ensure areas are set up for and cleaned after guest use.
3. Collaborate with the Experience Team to coordinate staffing levels and ensure quality standards are fulfilled.
4. Responsible for the management of housekeeping.
5. Develop a comprehensive training plan for all employees of MCRC, but especially for activity staff, desk staff, hosts, food service staff and anyone else who interacts with guests.
6. Oversee all hosts to ensure consistency of hosting with all guest groups and program retreats. Empower hosts to manage all weekend activity and desk staff.

F. 10% - Other

Other Requirements

- Living: this position is required to live on site in housing provided by MCRC
- Travel requirements: between 5-15% of working time
- Work schedule -- Varies according to need; weekend work may be required with compensating mid-week days off.
- Must be able to lift up to 35lbs and occasionally 35-70lbs with assistance
- Must be able to push, bend, and twist
- Must be available to be contacted by cell in case of emergency

Qualifications: Background and experience required for this position

- Beneficial spiritual gifts: Administration, Leadership, Teaching, Apostleship, Pastor/shepherd
- Education: bachelor's degree in related field (business or ministry related preferred)
- Experience: at least 5 years of leadership or management experience preferred
- Knowledge: Strong biblical knowledge, Understanding of business principles, Excellent people development skills
- Ability to effectively verbally communicate in front of groups of any size and motivate people to action.
- Must have strong interpersonal skills and be good at meeting one on one with potential donors.
- Must live a Christian life that is in agreement with the statement of faith of the Fellowship of Evangelical Churches.
- Flexible to the ever changing demands of a Christian camp and retreat center environment.

Performance Review Process

Annually, the Executive Director will provide a 360 degree performance review of the Ministry Lead based on a set of core competencies. This review will include feedback from the Executive Director, a self evaluation, and other feedback from any direct reports and other co-workers. The results will be compiled by the Executive Director and reviewed with the Ministry Lead. The Executive Director will provide feedback including recommendations for performance improvements.

The Core Competencies to be Evaluated for this position are:

- Work ethic, initiative, self-motivation
- Flexibility
- Godly character, growing spiritually, applies scripture to their life
- Committed to excellence, does their best
- Problem solving, solution focused, can-do attitude
- Guest (customer) orientation, willing to serve
- Cultural fit, committed to unity, team player, able to communicate
- Humble, caring, gentle
- Resolute, able to make hard decisions and commit
- Able to delegate and trust, good at training/teaching/coaching
- Excellent communicator
- Results oriented, able to hold others accountable for results

I understand and agree to the qualifications, responsibilities, requirements, processes and expectations listed above:

Employee Signature: _____ Date: _____

This job description generally describes the duties, activities, responsibilities, and qualifications of employees assigned to this position; however, it can and should not be viewed as an exhaustive description of the functions and requirements of the position, which may change over time as business needs and circumstances necessitate.