

Retreat Centre **BOOKINGS AND OPERATIONS MANAGER**

Tucker House Renewal Centre

Job Posting:

Tucker House Renewal Centre seeks a community-minded, bilingual, environmentally-conscious individual (or couple) to fill the role of Bookings and Operations Manager at our ecological and spiritual retreat centre in Clarence-Rockland, Ontario.

About the organization:

Tucker House is a registered charity with a mission to inspire sustainability through on-site and mobile programs of environmental education. We own and operate a retreat centre in a Georgian-style Confederation-era mansion in Clarence-Rockland (40 minutes east of Ottawa) on 30 acres of varied and biodiverse natural habitat. Community groups, churches, and individuals rent the centre for special events and educational retreats. Tucker House also runs regular on-site programs for school classes, community groups, and a non-denominational summer nature camp each July. The property includes field, forest, and wetland, with nature trails, a creek, in-ground pool, and heirloom seed-saving garden. Our team values collaboration and cooperation. We meet as necessary on-site, online, or remotely to support our various projects.

About the position:

The Bookings and Operations Manager (BOM) lives on-site and is the staffperson coordinating activities on-site. Responsibilities include managing communications and bookings with rental groups, handling overall maintenance and upkeep of the rental centre and grounds, ensuring health and safety requirements are met, and supporting on-site programming. The role averages approximately 20-25 hours/week; some periods are busier, and other times are slower, so flexibility is important in managing the needs of guests and the property. Applicants should be comfortable working in both official languages with excellent written and spoken fluency. The varied tasks of this central position require courtesy in dealing with the public, a high level of comfort in working online, in person, and ability to do regular physical labour (indoor cleaning and outdoor maintenance).

Compensation:

Compensation for this position is accommodation in a private one-bedroom historic cabin on the adjacent lot, plus a monthly stipend or equivalent (~\$300). The cabin has a private driveway, separate yard, and space for a small garden. A short path leads to the retreat centre, and the backyard trail connects to the main forest path and firepit.

Additional opportunities:

All staff are encouraged to help brainstorm projects and programs in line with our mission and to assist in seeking funding for growing these programs; successful staff-led fundraising efforts and/or revenue-generating programs may offer additional paid program hours.

Requirements:

This is an excellent opportunity for those with a passion for environmental stewardship, community connections, hospitality, and service. We welcome applicants who share Tucker House team values, vision, and work ethic, are ready to step into a management role, and are interested in contributing to our organizational mission.

The live-in nature of this role means on-site presence most weekends and many weekdays during the year is a must.

The ideal candidate will have:

- experience managing property and operations
- training in and/or experience managing health and safety protocols in a professional setting (WHMIS, etc.)
- experience in the hospitality/service and/or tourism industry
- excellent written and verbal communications in both official languages
- computer literacy and comfort with technology to generate contracts and documents with Microsoft Office Suite, use tools such as Dropbox, Google Drive, and assist guests in using wifi, projector, etc.
- experience with outdoor maintenance, including class B swimming pool, lawn tractor/tiller/snowblower
- a personal commitment to an environmentally sustainable lifestyle
- a flexible schedule and commitment to live and work on-site year-round
- a high degree of responsibility, reliability, and attention to detail

Assets:

The following skills, experience, and interest would be an asset to this position:

- experience with organic vegetable gardening, to support our on-site garden
- experience in leading environmental education workshops for a variety of age groups
- training and ability in safe trail maintenance (forestry, chainsaw use)
- repairs/maintenance ability (carpentry, etc)
- landscaping/gardening
- history/heritage programming or studies

Start date:

Starting date for this role is to be confirmed with the successful candidate, but is anticipated to begin with a transition and training time in spring 2017, learning the routines and beginning to take over duties through training by our current interim Manager. This will entail some remote work but will also require an ability to be on-site regularly throughout the spring.

The on-site accommodation will be available in early summer 2017 (date to be confirmed) once upgrades to the cabin are completed. Applicants are invited to indicate how they might participate in or contribute to improvements to the cabin, in conversation with our ED.

Specifics:

Subject to the general direction of the Executive Director(s) and in close communication with staff and volunteers of Tucker House (TH), the Bookings and Operations Manager shall:

- Conduct all activities and business in accordance with the purpose and mission of the Tucker House Renewal Centre, and model sustainable living in attitude, language and behaviour; model and enforce TH policies, including Property Policy, Smoke-Free Policy, Volunteer Policy, HR Policy, and all other applicable policies.
- Manage house bookings by: receiving, coordinating and administering requests for the use of the buildings and grounds; creating and sending contracts to clients and maintaining hard copies and online records; receiving and recording payments for said use; issuing receipts; forwarding all funds received to the office, and; keeping an up-to-date calendar of House use. Coordinate and schedule internal use of the House for TH staff, TH programs, and any maintenance persons.
- Be on site daily to communicate with clients and visitors by: describing to them the House rules, promoting House use, and explaining TH programs; being available for, or arranging for, assistance to clients when problems arise; ensuring that the House is in proper condition to receive visitors and clients, and after they leave ensure that the House is secure (doors locked, windows closed, the kitchen stove off, the furnace at the appropriate setting, the water heater turned off, etc.).
- Ensure health and safety rules are applied, enforced, and documented including but not limited to fire code (prevention, fire alarm maintenance and response, etc.), public health (water quality, kitchen use, etc.) through regular checklists and inspection, education for guests and staff, and related documentation and reporting.
- Provide basic housekeeping services (e.g. clean bathrooms, remove garbage/recycling/compost, wash tea towels regularly and decorative linens as required, source and replace paper towelling, toilet tissue, hand – and dish-soap, mop/sweep/vacuum as required, dust the House as required, replenish household supplies and equipment as necessary), and where possible, engage volunteers to assist with detailed cleaning.
- Care for the swimming pool by following all Public Health requirements, including testing and cleaning the water daily when the pool is in use, adding “make up water” and backwashing the filters as required, following all pool manual checklists for health and safety and maintenance, regular inspection of pool equipment, attend to other routine and emergency matters as necessary, make pool users aware of the “Rules for Pool Use”, ensure that the entrance gate is locked when the pool is not in use and see that the pool is properly closed and opened, in winter and spring.
- Keep the grounds neat and attractive: observe ecological principles including ensuring that pesticides are not used on any part of the property except where human health and safety are threatened; identify and remove hazardous plants and snags; keep entrance areas free of snow and ice; ensure that the grass is cut and snow is removed and that someone is trained and available to do these things as necessary; and ensure that the hedge-rows and nature trails are properly managed.

- Ensure maintenance needs are tracked, actioned, and planned for in accordance with TH budget, including completing minor repairs and working with professional contractors or service providers (furnace, pool, etc.) as required and with ED approval
- Be available as the first point of contact in an emergency and/or designate an alternate contact person or persons to be available in his/her absence, to deal promptly with emergencies, e.g. power outages, fire or security alarms, breakdown of the well, and property damage.
- Manage overall site security, including regular checks of the property and buildings, and managing keys and access.
- Submit weekly reports of activities and recommendations as well as quarterly water test results from the Tucker House well and pool well (seasonally). A monthly summary of bookings (including group, # of people, and amount paid) shall also be submitted.
- Support and contribute to Tucker House goals: promote the Tucker House site, programs, and organizations within the community; participate in staff team meetings and activities, and connect rental guests with our mission by modeling sustainability, teaching our ecological practices and encouraging them to join TH programming.

SALARY AND BENEFITS

- The position of Bookings and Operations Manager is part time, requiring approximately 20-25 hours of work per week and on site presence every day. Special leave shall be negotiated with the Executive Director.
- The THRC will provide rent-free accommodation in the White Cottage and a monthly stipend of ~\$300 or equivalent; contract details to be confirmed with successful candidate. The house occupant will be responsible for paying the cost of heat and electricity and personal long distance phone bills.
- This position commences in spring 2017, with on-site accommodation beginning summer 2017 after successful training period (dates to be confirmed with successful candidate). A one-two year commitment is required.

APPLICATION PROCESS

Interested applicants are asked to send a current resume and cover letter as a single pdf file in English to Diana Brushey at ecoprograms@maisontuckerhouse.ca. Please include an additional two paragraph bio in French on a separate page.

Applications will be accepted until midnight on Saturday March 4, 2017.

Leading candidates will be invited to do an informal on-site visit with an Executive Director to review job requirements and see the site first-hand; this may be followed by a formal interview for top candidates.

For questions, please speak to Diana Brushey at 613-446-2117 x 3.

Because of the nature of the position with managing site security and the likelihood of interacting with vulnerable populations in our programs such as children, youth, and seniors, Tucker House Renewal Centre requires a police records check for employment working with the vulnerable sector as a condition of employment. We also conduct reference checks.