



WILDACRES RETREAT ♦ EST. 1946

Job Title: Resident Director
Reports to: Executive Director

Wildacres Retreat is a non-profit retreat and North Carolina conference center serving other nonprofit groups conducting educational or cultural programs on such topics as music, art, science, pottery, lapidary, interfaith dialogue, quilting and creative writing. The organization also hosts staff and board retreats for other nonprofit organizations.

In the Spring of 1946, Wildacres Retreat was dedicated “to the betterment of human relations” in the hope that through their experiences at the retreat, groups and guests would learn to live together in harmony in the “real world”. At Wildacres Retreat, we believe that diversity, inclusion, and equity are essential ingredients to fulfilling our founding purpose. We believe in the importance of learning from one another and expanding our perspectives in the process. Varied ideas, world views and personal characteristics can find common purpose in the pursuit of just and equitable human relations.

For more information on Wildacres, go to www.wildacres.org.

Position Purpose:

The Resident Director will oversee day-to-day operations of the retreat and guest services for visiting groups and residents. S/he will manage a seasonal team of 25+ staff members, as well as a year-round Caretaker.

Essential Job Responsibilities:

- Human Resources
 - Manage human resources procedures for all seasonal and year-round staff, ensuring the retreat is in compliance with state and national guidelines
 - Manage a seasonal team of 25+ staff members, as well as a year-round Caretaker
- Operations
 - Provide leadership for the efforts of seasonal staff to ensure appropriate support of all departments
 - Responsible for the planning, organizing, and directing of the retreat’s operations and programming
 - Respond appropriately and professionally to emergencies and situations that arise while on duty
 - Perform all duties in accordance with prescribed regulatory compliance guidelines, including local, state, and federal guidelines
- Financial Oversight
 - Design and implement a \$1.1MM budget, in collaboration with the Executive Director and Wildacres’ Board of Directors
 - Ensure that services and funding relationships are robust enough to meet or exceed strategic goals and objectives
- Technology
 - Handle administrative matters of budgeting, capital expenditures, and regular operational reporting using office software, including MS Word, Excel, Outlook Express, Quick Books, and PowerPoint
 - Manage the retreat social media accounts and maintain the Wildacres website
- Customer Service
 - Respond appropriately and in a timely manner to the needs and concerns of groups and guests, whether in person at the retreat or via phone/email
 - Make decisions and adjust plans in real-time as well as excel in work environments where each day is different and new demands present themselves on a moment’s notice
 - Manage multiple tasks simultaneously while keeping the bigger picture in mind
- Promotion and Recruitment
 - Represent the retreat in a positive and professional manner, both at the retreat and when interacting with the public
 - Actively seek out new nonprofit entities with missions in line with that of Wildacres
 - Create and oversee fundraising initiatives that support capital projects or retreat needs

Relationships

The Resident Director must lead the retreat with the expectation that relationships and interactions are respectful. Special attention must be given to meeting the needs of each guest and staff member, as well as creating harmonious relationships throughout the season. Each Wildacres employee is expected to create and maintain positive relationships with a variety of individuals, including, but not limited to:

- Regulatory agencies, other consultants, and local vendors.
- Retreat staff members
- Groups, guests, and artists-in-residence
- Potential new groups and organizations

Other Job Duties

- Participate as an engaged member of the staff team
- Engage in a meaningful way with the Wildacres Board of Directors
- Represent the retreat professionally in dealings with visitors, vendors, and other local businesses
- Other duties may be assigned as required to ensure the safe and successful operation of Wildacres Retreat

Qualifications:

- Mission driven; candidates will find Wildacres' mission to play a role "in the betterment of human relations" to be compelling; will be excited to provide a place where "civil discourse" is encouraged and brotherhood and interfaith amity is promoted;
- A minimum of eight years of management experience, supervising teams of 10 or more individuals in a hospitality, nonprofit, camping, retreat, or conference center environment;
- Solid experience in facility management and long-range planning;
- Comfort with technology; must be able to work with little administrative support; if not already familiar with QuickBooks accounting software, will be able to learn it; must have experience with Microsoft Office, online data storage, electronic calendars and documents;
- Administrative capability; someone who can understand and oversee budgets, capital expenditures, and regular operational reporting;
- Experience working with a nonprofit Board of Directors;
- Bachelor's degree or higher.

Knowledge, Skills, and Abilities:

- Strong communication skills; comfortable speaking regularly in front of large groups of 25-100 people;
- Accuracy and attention to detail;
- Ability to relate to a diverse cadre of guests and staff;
- Ability and willingness to become certified in Red Cross First Aid/CPR and SERV Safe if not already certified;
- Ability to work independently;
- Excellent interpersonal skills;
- Appropriate drive and a sense of urgency; will naturally seek continuous improvement and will be excited by researching, contacting, and recruiting new groups to Wildacres;
- Level-headed and calm in a wide variety of situations;
- Flexible and willing to learn from situations.

Essential Physical Requirements of the Job:

- Ability to communicate with and work with individuals of various age and skill levels and provide necessary information to guests;
- Visual and auditory ability to identify and respond to environmental and other hazards;
- Physical ability to respond appropriately to situations requiring first aid. Must be able to assist guests in an emergency (fire, evacuation, illness, or injury) and possess the strength and endurance required to manage a varied work environment;
- Physical endurance to navigate a hilly terrain and engage in activities requiring prolonged standing, bending, stooping, eye-hand coordination, and manual dexterity to manipulate equipment;
- Normal range of hearing and eyesight to record, prepare and communicate orally and in writing;
- Ability to lift up to 50 pounds;
- Ability and willingness to use the Wildacres AED if necessary;
- Ability to operate office and cleaning equipment safely and properly;
- Comfort with potential exposure to animals including dogs, cats, as well as other wildlife.

Wildacres Retreat is an EOE/Drug-Free Workplace.