

Operations Director Position Description

July 2026

Position Purpose

The Operations Director is responsible for coordinating and overseeing day-to-day ministry operations. Working in close partnership with the Executive Director, this position translates organizational priorities into effective operational systems, staff coordination, guest services, facility readiness, food service support, compliance, and accountability across departments. The Operations Director helps ensure that Camp Perkins functions effectively and sustainably.

Reporting Relationship and Classification

- Reports to the Executive Director and serves as a member of the senior leadership team.
- Directly supervises the Program & Hospitality Manager, Maintenance Manager, Food Service Manager, and Operations Administrative Assistant.
- Full-time, exempt, year-round position with residential housing provided.
- Health, retirement, and disability benefits provided according to Camp Perkins personnel policies.
- Weekend, evening, and on-call responsibilities are expected as needed for guest groups, camp-sponsored programs, emergencies, and major ministry events.

Essential Responsibilities

- Coordinate daily ministry operations and ensure collaboration among program, hospitality, maintenance, food service, administrative, and seasonal staff functions.
- Coordinate the master calendar, staffing schedules, time-off requests, facility usage, camp-sponsored programs, retreat ministry events, rental groups, and organizational priorities in close collaboration with the Executive Director and appropriate department leaders.
- Lead regular operational planning and coordination meetings and ensure operational readiness for programs, retreats, rentals, guest groups, and events.
- Recruit, supervise, coach, evaluate, and hold direct reports accountable while fostering a healthy, Christ-centered staff culture.
- Oversee guest services systems related to reservations, contracts, communications, scheduling, preparation, service standards, and guest concerns.
- Develop and manage operational budgets in collaboration with the Executive Director and department managers, monitor spending, and support responsible stewardship of ministry resources.
- Review and approve operational invoices, receipts, purchase documentation, and budget coding within delegated authority prior to payment processing.
- Oversee organizational safety practices, risk management systems, incident reporting, emergency preparedness, and compliance with Camp Perkins policies and applicable regulatory requirements.
- Ensure compliance with USFS/SNRA permit requirements, insurance requirements, workers compensation carrier requirements, camp safety standards, youth protection expectations, food service regulations, sanitation requirements, and water testing requirements.
- Coordinate annual insurance renewal information and USFS/SNRA reporting information, including use, attendance, program, rental group, off-site guiding, facility, vehicle, staffing, incident, and risk management data.
- Work closely with the Maintenance Manager on facility priorities, capital improvement needs, safety compliance, readiness for guests and programs, and operational record keeping.
- Support planning and implementation of Master Development Plan initiatives, facility improvement projects, construction-related operational planning, and long-range organizational priorities as assigned.
- Maintain required program records, training records, evaluations, incident documentation, and accurate participation information for internal evaluation, insurance renewal, risk management, USFS/SNRA reporting, and ministry planning.
- Recommend operational policy changes, staffing needs, capital improvements, and risk management priorities to the Executive Director.

Required Qualifications

- Member in good standing of a Lutheran Church-Missouri Synod congregation.
- Demonstrated Christian faith and commitment to the mission of Camp Perkins.
- Bachelor's degree or equivalent combination of education and experience preferred; significant relevant experience may be considered in place of a degree.
- Minimum five years of supervisory, management, operational, camp, hospitality, nonprofit, ministry, or related leadership experience preferred.
- Strong organizational, administrative, communication, leadership, conflict resolution, and project management skills.
- Ability to manage complex details, maintain accurate records, coordinate multiple departments, and follow through consistently.
- Proficiency with computer programs and web-based applications.
- Ability to accept supervision and guidance and work in close collaboration with the Executive Director.
- Valid driver's license and ability to meet organizational driving requirements.

Preferred or Desired Qualifications

- Rostered LCMS church worker or willingness to pursue a call through the colloquy program.
- Previous camp, outdoor ministry, challenge course, retreat, hospitality, or nonprofit leadership experience.
- Training or certifications in CPR, First Aid, risk management, or related ministry operations.

Position Flexibility

- This position description describes the general nature and level of work performed and is not intended to be an exhaustive list of all duties, responsibilities, or qualifications.
- Responsibilities may be adjusted, expanded, or reassigned as ministry needs, operational priorities, organizational growth, Executive Director direction, and strategic initiatives evolve.