



## Community Services Manager

*This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.*

<b>Work Team:</b>	Community Services
<b>Reports To:</b>	Executive Directors
<b>Position Classification:</b>	Employee
<b>Length of Service:</b>	2+ year commitment

### POSTION SUMMARY

The Community Services Manager is responsible for the management of Holden Village's Community Services Department. This team consists of the Village's Food Services Staff (including: the central kitchen, dining hall, and dishpit; the snack bar; the espresso cart) and Housekeeping Services Staff (including: housekeeping, laundry, furnishings, and indoor/outdoor space management). The Community Services Manager is responsible for creating and maintaining team budget, hiring and staff supervision, overseeing department-wide operations, coordinating long-term strategy, and ensuring regulatory compliance. Depending on the applicant's area of expertise and interest, the role may incorporate the entirety of either the Services Lead or Food Services Lead role (see associated job descriptions) into their function as senior manager.

The objective of this position is to manage the Village's shared community life in a manner that creates a positive environment for all Villagers. The Community Services Manager collaborates with the directors and other managers to carry out the mission and core values of Holden Village by helping and encouraging all community members to be renewed and engaged, developing and maintaining a realistic but forward-thinking budget, and providing support for the Community Services Team. Because Holden Village operates almost entirely through the efforts of volunteers, the Community Services Manager must be skilled in working with people who come with a variety of skill levels for varying lengths of time.

## **MAJOR FUNCTIONS (principal duties and responsibilities)**

*Specific responsibilities include but are not limited to the following:*

- Village Senior Management
  - Participant in Village-wide management meetings, including Staffing Committee Meeting.
  - Participate in the Village's on-call Incident Command (IC) schedule and act as Incident Commander during emergency situations, when necessary.
  - During work week (and during off days, when necessary), carry radio, pager, and master keys.
  - Participate in Holden Village Board Meetings at the direction of the Executive Director(s)
- Food Services Lead or Community Services Lead
  - Have the ability to potentially fulfill all job requirements of either Food Services Lead or Community Services Lead.
- Offer direct supervision to the staff within direct sub-area, as well as the Lead overseeing the other sub-area.
- Coach Lead and other area supervisors in supervisory skills and assist in their growth.
- With Executive Directors and/or Business Manager, create yearly budget for area; oversee purchasing for Team.
- Work to implement the 2019 Strategic Plan in all areas of role.
- Perform necessary staff reviews as dictated by HR policy.
- Act as back-up to area staff, when necessary.
- Keep accurate and current records while revising and updating area turnover file and documents.

## **KNOWLEDGE, SKILL & ABILITY REQUIREMENTS**

*Specific knowledge and skills include but are not limited to the following:*

- Prior experience in hospitality management preferred, prior experience in hospitality work required.
- Prior experience creating and maintaining a budget within a multi-department organization
- Prior supervising experience required, with a demonstrated ability to supervise people of varying abilities, ages, and interests in ways that promote positive experiences and outcomes for those supervised while also accomplishing team goals.
- Demonstrated ability to work both independently and in a collaborative setting.
- Excellent planning and organizational skills.
- Sound judgment, creativity, problem solving, and decision-making abilities.
- Ability to see the "big picture" and be proactive
- Ability to actively shift priorities (adaptability/flexibility) in a dynamic work environment in ways that maximize benefit to Holden Village and the Community Services Department.
- Superb written and verbal communication skills.

- Experience with Microsoft Office Suite (especially Word, Publisher, and Excel) and Google's Productivity programs like Docs and Sheets required.
- Ability to lift up to 50lbs and to be on one's feet for an extended period of time.
- See Food Services Lead and Community Services Lead job descriptions for required knowledge and skills for each subarea.

**COMMUNITY EXPECTATIONS** (particular knowledge/skills related to living and working in the Holden Village community)

- Enthusiasm for and ability to work in a remote wilderness setting.
- Willingness to participate in a mutual review after 6-months and 1-year on staff.
- Pledges to work in ways that support and fulfill Holden Village's [Mission, Vision, and Values](#) and commits to the terms of the [Community of Practice Agreement](#).
- Abides by Holden Village's [Community Health Protocols and Practices](#).
- Extends genuine hospitality to all villagers.
- Upholds and works to further Holden Village values of diversity, equality, respect, sustainability, and spirituality as articulated in the [Strategic Plan](#).
- Be a community leader and role model by serving the village in roles such as First Response Team, Fire Brigade, Worship, and other program events and activities.
- Help new staff and volunteers integrate into the community.
- Commits to staying up-to date on all required vaccinations, including COVID-19.

**COMPENSATION & BENEFITS**

*As an Employee, you are eligible for the following compensation and benefits:*

- \$25,000/year – \$31,500/year salary (based on experience)
- Food (three meals/day)
- Housing, utilities, internet access
- Free parking at Fields Point
- Health insurance (medical, dental and vision)
- Basic life insurance
- Life Flight membership (emergency helicopter transportation based on medical need)
- Simple IRA account
- 42 "out" days per year
- 14 one-way boat tickets per year
- 21 friends & family days and 21 half-price friends & family days per year
- Completion bonus and health insurance grace period upon completion of term, equivalent to the length of term.
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!