

Position Description

Position: Operations Manager 2022

Reports to: Executive Director

Work Schedule: Full time: March through November

Part time: December through February (20 hours per week)

Educational requirements: Minimum required is an Associate's Degree in business management, history or hospitality management or a related field.

Physical requirements: Must be able to climb steps, bend, stoop, sit and stand, walk up to two miles, lift and carry up to 50 lbs.

Other requirements: Must demonstrate excellent written and oral communication skills. Must be organized and detail oriented. Must possess excellent public relations skills and demonstrate the ability to develop positive relationships with a wide variety of people. Must possess computer skills and be proficient in the use of Word, Excel and Power Point. Must demonstrate a passion for the historic preservation of lighthouses. It is desirable that the individual know the history of our lighthouses.

Position purpose: The Operations Manager is responsible for the day to day operation of all lights and for recruiting, training and scheduling all volunteers to work at each light. This person must work closely with the Executive Director and the membership of the organization.

Responsibilities and Duties:

1. Establishes and maintains positive relationships with SPLKA staff, the Association membership and the governmental entities and owners of the lights.
2. Recruits and interviews new volunteers for the Keeper's Program.
3. Handles all membership applications, verifies payment of membership dues, confirmation fees and background check for each applicant.
4. Enters all contact information into the database (Network for Good) including name, address, phone numbers, email address and emergency contact information.
5. Schedules resident and day keeper volunteers to work at three lights, Big Sable, Little Point Sable and LNBL. Works with curator at White River in scheduling volunteers.
6. Creates tour sheets printed and on-line, with all Keepers' information for each tour, including bedroom assignments, arrival and departure dates and scheduled days off for Big Sable, Little Sable and the Ludington North Breakwater. Curator at White River to produce schedule of volunteers for Operations Manager to put on line.

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7. Works with Marketing Manager on planning, coordinating and staffing for special SPLKA events and Big Sable bus days.
8. Works with Marketing Manager to recruit and schedule volunteers for special events and bus days.
9. Compiles, creates, revises and distributes all necessary documents needed at each light.
10. Trains all volunteers in the necessary aspects of their jobs to insure a successful volunteer experience.
11. Plans, schedules and implements spring training for new volunteer keepers.
12. Provides orientation for volunteers (resident and day keepers) to ensure they have a successful experience.
13. Schedules volunteers to assist in preparing the lights and residences at the beginning of the season and at the end of the season.
14. Responsible to make sure residences are well stock with supplies and that volunteers are cleaning before departing and residences are clean to move into.
15. Responsible to make sure Suite at Big Sable is clean and presentable to SPLKA's special guests who stay with us in the summer.
16. Negotiates with volunteers all conflict resolutions.
17. Responsible for seasonal help, working with Marketing Manager to train and schedule their activities.
18. Schedules school and civic group tours and coordinate with the Ludington State Park interpreter.
19. Monitor the lights and residences for safety and repair needs and communicate any problems to the to the maintenance manager
20. Works within the communities promoting SPLKA lights and developing a day keeper's program for the different lighthouses. Recruiting, training, scheduling and supervising the day keeper volunteers
21. Fill in at site as needed to provide onsite keepers a day off.
22. Instructs volunteers as to recycling of glass, metal and plastic for LNBL and BSP.
23. Purchases supplies for the office, keeper residences and lights as needed
24. Delivers supplies to residences and lighthouses.
25. Submits monthly board reports as required by the Executive Director
26. Develops budget proposals for operational expenses with the Executive Director.
27. Works with Executive Director to produce SPLKA newsletter twice a year.
28. Performs other related duties as assigned by the Executive Director.

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