

Director of Operations

Reports to: General Manager

Supervises: Food/Dining, Housekeeping, Facilities (Maintenance and Grounds), Golf Course Maintenance

Capon Springs and Farms resort is a tradition-rich family resort situated adjacent to the George Washington Forest within the Allegheny mountains and the Potomac Highlands of West Virginia, 2 hours west of Washington, DC. The resort is a family-owned enterprise that stretches back four generations and is a reflection of the ownership's familial values. These values include hosting guests at Capon as if in our home, fostering personal connections and relationships (guests with the family, with coworkers and with other guests) as the core of the Capon experience, and responsible stewardship of assets. The resort dates from the 1800's, when travelers would visit under the advice of physicians to partake in the healing waters of Capon Springs and to rejuvenate their health. Since 1932, Capon Springs and Farms offers their guests, many of whom have come for generations, a relaxed and tranquil atmosphere free from the modern interruptions. The Capon experience focuses on family activities and guest interaction. An atmosphere of trust, caring, and expecting the best of others is the norm. Guests operate on an honor system, and the resort has an 11:00pm curfew to promote a refreshing night's sleep. The property's 4,700 acres is host to many fun, recreational activities for couples and families during the summer months and a variety of groups who are seeking a retreat experience typically during the spring and fall months. The Resort continues to evolve to express the unique warmth of Capon Springs and Farm's hospitality.

Capon Springs and Farms has a capacity of 115 Guest Rooms set across 15 cottages and buildings throughout 450 acres of Resort grounds. These range in size from one to three bedroom cottages to the 38,000 sq-ft National Registered Historic Main House where all-inclusive meals are served family style. A variety of amenities include a Spring-fed Swimming Pool, 9 hole Golf Course with 9 hole Par-3 Golf Course, and 9,100 sq ft Hygeia Bath House and Spa. Tennis Courts, Hiking Trails, and Fishing Ponds are among the many additional recreational activities. The Meeting House, with auditorium and private breakout rooms, Music Pavilion, and Sunset Lodge provide flexible event spaces for both group and leisure guests.

Job Summary:

The Director of Operations is responsible for efficiently and effectively managing the day-to-day resort operations in season, and successfully planning and coordinating operations in the offseason. The Director of Operations' key priorities are to maximize the co-worker satisfaction and financial performance within supervised departments, and partner closely with the Director of Guest Services to ensure the needs of Guests are understood and addressed.

Job Qualifications:

- Full year position with seasonal fluctuations in hours and a willingness to work beyond a 40-hour work week during peak season, and fewer hours per week during the off season.
- A degree from a two or four-year accredited institution with a concentration in hospitality management or business administration preferred but not required.
- Willingness to live in or near Capon Springs, WV during the operating season, and an ability to be available as needed on-site during the off-season.
- A minimum 3 years' management or relative professional experience--preferably in resort, hotel, or hospitality operations, but not required.
- Successful track record in leading teams, creating cohesion among teams, and working to achieve a common goal.
- Proven leadership qualities with demonstrated ability to direct and manage change in an environment where change is not the norm.
- Ability to mentor and coach junior managers and help them develop leadership skills.
- Consistent and transparent approach to leadership to encourage buy in, establish accountability, and promote collaborative problem-solving.
- Goal oriented and results driven individual, with excellent analytical and administrative skills.
- Strong and dynamic communication skills both in writing and speaking, with the distinct ability to function effectively before a wide variety of groups and forums.

- A professional with great drive and work ethic who encourages others to get things done through leading by example.

Job Specific Tasks:

Leadership

- Demonstrates Capon's Mission, Vision, and Values in all aspects of performance and creates and nurtures an environment that emphasizes Capon's core values.
- Supports all departments as business demands require with the common goal of ensuring the guest experience is optimized and their expectations are met and exceeded.
- Ensures alignment and cohesion across all departments and leads by example demonstrating energy, enthusiasm and dedication to Capon's history, traditions, and family-friendly atmosphere.
- Provides timely, real-time feedback to management and co-workers on service and operational standards, including feedback on service and operational details.
- Cultivates a servant leadership mindset focused on empowering and uplifting co-workers and communicating a feeling of genuine care for co-worker wellbeing and job satisfaction.
- Takes proactive role when dealing with co-worker concerns.
- Delegates responsibilities for operations and projects to appropriate managers or co-workers.
- Conducts performance review process for direct report managers, including career planning, development plans, mid-season check-ins, end of the season check-ins, etc.
- Interviews and assists in making hiring decisions; evaluates hiring recommendations from team supervisors and managers.
- Solicits co-worker feedback, utilizes an "open door" policy, and reviews co-worker satisfaction results to identify and address co-worker problems or concerns.
- Verifies Resort policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to standard operating procedures.
- Facilitates cross training to support associate co-worker growth and operational excellence.

Finance

- Drafts Facilities, Golf Course Maintenance, Food/Dining, and Housekeeping budget utilizing input from direct report managers and gains alignment from GM and Board of Directors for approval.
- Reviews financial and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Manages the flow of labor between departments to support effective management of Labor Budget and achievement of profitability goals.

Guest Experience

- Maintains prominent presence with the guests and fosters friendships with and among guests; makes every effort to remember details about guests lives from year to year.
- In collaboration with Director of Guest Services, trains co-workers on Capon's overall Mission, Vision, and Values.
- Ensures all co-worker interactions with guests are friendly and communicate a feeling of warmth and genuine care for guests. Promotes familial and professional relationships between the guests and co-workers and develops opportunities for promoting Austin family presence and interaction with guests.
- Ensures Food/Dining and Housekeeping departments place emphasis on remembering guests' food, dining and room preferences from year to year and day to day and ensures there are operational systems in place to document and communicate those preferences.
- In collaboration with Director of Guest Services, reviews and follows-up on property Guest Satisfaction scores and comments throughout the season and creates a plan to improve Guest Satisfaction for the upcoming season based on last season's results.
- Creates a recognition program to celebrate successes and publicly recognize the contributions of co-workers for providing exceptional guest experience.

Operations

- Assists in managing the execution of all operations in the rooms area departments (e.g., Dining, Maintenance, Housekeeping).
- Assists with staffing and scheduling processes in accordance with business demands and guests counts.
- Creates and supports clear lines of responsibility for management team, including coverage and oversight throughout the day.
- Walks the property to ensure public spaces, grounds, work and kitchen areas meet sanitation/cleanliness and maintenance standards.
- Develops capital improvement plan and ensures the execution of capital improvements.
- Ensures compliance of WVDHHR Safety Guidelines and the overall Safety of Guests and Co-workers with an enforcement plan when guidelines are not followed.
- Identifies inefficiencies with staffing levels and processes and works with direct report managers to develop plans to improve.