



## **General Manager / Executive Director**

Big Bear Retreat Center (BBRC or Center) is an inclusive and accessible place for respite, healing, transformation, cross-cultural dialogue, collaboration, hope, and joy. We do this by offering a mix of silent Insight Meditation retreats, and by partnering with organizations supporting various communities including BIPOC, LGBTQIA+, first responders and veterans, and mindfulness communities. The Center is currently seeking a General Manager to further its mission and manage the overall operations of our ±100-acre property with guest capacity up to 100.

The new General Manager will be responsible to ensure that the BBRC is a safe, smooth-running, welcoming, and all-encompassing venue of the highest quality, conducive to meaningful, healing, and transformative retreat experiences. This is an amazing opportunity for a experienced, like-minded retreat or hotel manager to further the vision and provide the operational leadership to shape our future endeavors. This role requires year-round on-site management in a mountain setting at 7,000-foot elevation and includes housing.

### **Responsibilities:**

- Oversee all physical, operational, and programmatic needs of the retreat center and ensure it is managed effectively and in alignment with BBRC's mission, vision, values, and standards
- Serve as a positive and pro-active ambassador of BBRC to all its constituencies and stakeholders
- Identify, cultivate, and nurture relationships with potential partner organizations for both programming, scheduling, and funding support
- Develop and implement the staffing plan to recruit, train, mentor, and manage a team of dedicated top-notch employees and volunteers to ensure retreat center facilities, accommodations, program delivery, food service, operations and guest experience are exceptional
- Work with staff to proactively determine and address the needs of each retreat team prior to their arrival, and throughout the duration of their stay, always seeking to continually improve the experience
- Ensure that the property, facilities, and accommodations are impeccably clean and maintained
- Oversee the creation and growth of a structured volunteer program, both to create community as well as to assist with lowering of retreat center operating costs.
- With the help of the accounting staff, prepare, present and implement the retreat center's quarterly operating budget, marketing & reservations plan and capital budget
- Create and maintain strong positive relationships with stakeholders, neighbors, and members of the local community

**Requirements:**

- Proven success leading and managing an overnight retreat center, resort, or hotel including the policies and operations of guest rooms and cabins, housekeeping, dining service and kitchen operations, program scheduling, guest bookings, facilities and grounds maintenance, and appropriate staffing levels
- Understanding of the importance of alignment with BBRC's mission and purpose and possess a personal belief in the power of mindfulness and connection
- Capability to act proactively, bring forth new ideas, move quickly and persuasively, focus on priorities all the while maintaining the vision, mission, and values
- Ability to inspire trust and confidence with the staff and volunteers while recruiting, developing, managing, and motivating them to become a high performing and dedicated team
- Experience building and maintaining community, stakeholder, partner, and guest relationships as well as communicating effectively verbally and in writing
- Strong knowledge of Google Suite, Quickbooks, Slack and hotel management software, preferably Retreat Guru—and ability to learn identify and learn new software platforms
- Possess an authentic passion and dedication to diversity, equity, and inclusion
- COVID vaccination required as well as the comprehension and execution of current COVID protocols

**To apply, please email cover letter and resume to: [jobs@bigbearretreatcenter.org](mailto:jobs@bigbearretreatcenter.org)**

Big Bear Retreat Center is an equal opportunity employer.

At BBRC we celebrate diversity and are committed to creating an inclusive environment for all.

***Big Bear Retreat Center***

*1000 Sugarpine Road, Big Bear, CA. 92314*

<https://bigbearretreatcenter.org/>