

# Director of Schoenstatt on the Lake

## Introduction to the Schoenstatt on the Lake

The Schoenstatt Movement was founded in Germany in 1914 by Fr. Joseph Kentenich. Schoenstatt means “beautiful place.” Schoenstatt’s mission is to assist in the Marian formation of the world in Christ. This mission is fulfilled in a special way through our Shrines and Retreat Centers. The Schoenstatt Shrine in Minnesota was dedicated in 1976 and bears the mission: Jubilee Family Shrine. Our retreat center was built in 1981, and a new addition to the facility was added in 2004. The primary purpose of our facility is to welcome pilgrims and groups to our Shrine, to offer a home and hospitality, and to facilitate the natural-supernatural experience of the Shrine. The large land, walking trails, and natural beauty of the lake and surroundings are meant to be a refuge for visitors, and a place of encounter with God.

## Overview

The Director oversees all internal functions and facilities maintenance pertaining to the efficient and smooth operation of Schoenstatt on the Lake. The main categories of responsibility: Staff, Facilities Maintenance, Booking, Sales, Budgets and Profit-and-Loss Reports (P&L), Safety and Security, Food Service, Inventory, Retail Store.

## Responsibilities and Expectations

- Responsible for the smooth and efficient execution of day-to-day operation of the facility.
- Develops and implements consistent inventory and cost accounting policies, procedures, and operational and reporting metrics.
- Oversees and reports on the organization’s results to the chief financial officer (CFO) and chief operations officer (COO)
- Prepares accurate and timely analyses that capture and communicate results, variances, and performance trends.
- Provides leadership to and manages the efforts of site staff to ensure the proper execution of events.
- Supervises the development of operations-based financial modeling.
- Coordinates and leads monthly, quarterly, and annual budget reviews and provides periodic forecast updates.
- Retains a diverse, highly qualified staff and volunteers by providing career coaching, growth, and personal development.
- Ensures that guest service relationships are robust enough to meet or exceed strategic goals and objectives.
- Complaint mitigation and resolution, for guests and staff, always having a faith-forward approach.
- Guest and resident satisfaction being the primary goal of having customer service achieved at the highest level possible.
- Maintain good professional working relationship with the local parish pastor and the diocese.

## Ideal Qualifications and Skills

- Demonstrates leadership and management skills.
- Takes initiative. Works independently.
- Creative problem-solving skills.
- Enthusiastic. Dynamic. Flexible. Collaborative.
- Organized and detail oriented.
- Bilingual skills are helpful – English/Spanish.

The following is an outline of some, not all, items the director is responsible for on a daily and ongoing basis.

Staff

Interview  
Hiring  
Training  
Schedules  
Reviews  
Discipline  
Employment rule compliance and posting

Budgets and P&Ls

Monthly P&Ls  
Approving P&Ls  
Projected budgets  
    Monthly  
    Quarterly  
    Yearly

Safety and Security

Compliance with the *Schoenstatt Sisters of Mary - USA Policy for the Protection of Minors and Vulnerable Adults* that includes VIRTUS certification and re-certification as required per policy  
Physical hazard mitigation  
Best practices for safety and security of all guests and residents  
Smoke detectors  
Fire extinguishers  
Obtaining of letters of good standing for visiting priests, etc.

Facilities Maintenance

Plumbing  
HVAC  
Water/Well/Pumps  
Roof  
Pest Control  
Grounds  
DNR requirements for the Retreat Center  
Estimates from outside vendors  
Scheduling for outside vendors  
Maintenance schedules  
Cleaning schedules  
Building exterior & interior maintenance  
Guest Rooms  
Public Meeting Rooms  
Chapel  
Sacristy  
Confessionals

Food Service

Schedule  
Cleanliness of all food preparation, storage, and dining areas  
Food temperature compliance  
Health standard compliance  
Food service machine purchase and maintenance  
Monitor dietary requirements of guests and residents.

Booking

Customer Contact  
Proposals  
Pricing  
Invoices  
Collections

Sales

Sourcing New Business  
Maintain Current Customer Relationships  
Presentations to Parish Councils  
Hosting Luncheons  
Welcome to Groups  
Facility Tours

Inventory

Monitor Stock rotation, perishable, and non-perishable  
Linens  
Room Furniture  
Kitchen equipment  
Dining room furniture  
Conference room furniture  
AV equipment

Retail Store

Cost analysis  
Approve purchases.  
Budget  
Staffing  
Main Phone

Please submit resume/inquiries to:

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