

Director of Support Services (Open Until Filled)

Position: Director of Support Services (Open Until Filled)

Open date: 10/20/2023

Position location: Rochester, New York (NY)

Council website: <https://senecawaterways.org/>

Position Overview

Number-Three Executive position, equivalent to Senior Vice President of Production. Director of Support Services (DSS) at Seneca Waterways Council, Boy Scouts of America gives leadership to four full-time staff members and oversight of a \$1.2 million dollar Council budget. Responsible for oversight management, maintenance and readiness of all Council properties, and Scouting program development and implementation.

Responsibilities

- Ensure the operations of two year-round Scout Camps and August Scout Service Center, and that they are well-maintained, and safe. Oversee improvements as needed. Supervise use of all properties.
- Provide quality leadership to two full-time Rangers, one Program Director and one Administrative Assistant, with emphasis on results and staff member development.
- Serve as Camp Director for scout summer camp at Massawepie Scout Camps or J. Warren Cutler Scout Reservation.
- Actively collaborate with the Council's Managers Group.
- Maintain harmonious working relationships with staff members, volunteers, and customers.

- Maintain harmonious relationships with local officials and governmental services, adjoining landowners, neighboring communities, and donors.
- Provide excellent customer service and Council presence in all interactions with customers. Be able to communicate effectively while enforcing established Council policies and procedures.
- Recruit, train, and support Camp Masters Committee for two Scout Camps, and Building Properties Committee for August Scout Service Center.
- Manage Council Insurance plan including renewal, coverage, cost, and sourcing.
- Update and maintain the online reservation system for year-round camps and events.
- Submit and update all required BSA documentation including NCAP.
- Ensure camp properties meet BSA and OSHA standards.
- Provide grant writing and fundraising to support all properties.
- Oversee contractors and vendors working on all properties.
- Develop and maintain annual property budgets.
- Give leadership to ensure development and implementation of safe, innovative Scouting programs for the Council's whole service region in Central New York State.
- Oversee fiscal controls and budget management for all programs within this department.

PRINCIPAL RESPONSIBILITIES:

- Management and maintenance of all Council properties: August Scout Service Center, Massawepie Scout Camps and J. Warren Cutler Scout Reservation.
- Management of camp-related programs and usages including school-year use of Cutler and Massawepie; Cub Scout Adventure Camp, National Youth Leader Training and Wood Badge courses at Cutler; Boy Scout Summer Camp; Adirondack Treks, National Camp School, and Okpik at Massawepie.
- Management of Council member awareness of, and participation in, national/international programs including Philmont High Adventure Base, Philmont Training Center, Florida Sea Base, and national/international jamborees/events.
- Management collaboration with the Director of Development in Council fundraising events including Leadership and Board phases of Community FOS, direct mail campaigns, Sporting Clays Shoot, Lobsterfest and special events; Council Project Sales; and requests to grants and foundations.
- Management collaboration with the Council's Marketing and Public Relations Director for marketing and communication initiatives of camping and programs, and for Council-led community service events such as Scouting for Food, clothing drives, Good Turn for America, and environmental green project partnerships.
- Management of administrative support operations for day-to-day functions of two camps and Scouting programs at camps and the August Service Center.
- Management collaboration with the Office Manager for information technology resources and August Service Center facility operational needs.
- Management collaboration for Strategic Plan initiatives for advancement, training, fundraising, camping, activities, and properties.

- Provide leadership and support to the Vice President Program, Vice President Camping, Insurance Committee, Risk Management Committee, Building Property Committee and Technology Committee, as well as any sub-committees that operate under those listed.

- Provide direct management for the Program Director; Camping Administrative Assistant; Ranger for Massawepie Scout Camps and Ranger for J. Warren Cutler Scout Reservation, and indirect management of support personnel through them including assistant rangers, camp directors and staff; camps and Council facility volunteers.

Education

- Bachelor's degree or equivalent, from an accredited institution. Technical education or work experience is a plus.

Qualifications

- Must have a successful record in project management, program development, volunteer recruitment and staff leadership.

- Work experiences in the outdoors is required.

- Facilities management experience required, preferably with camps.

- Be a registered member of the Boy Scouts of America.

ESSENTIAL SKILLS REQUIRED:

- Successful experience in property administration, including certification required by the Boy Scouts of America National Camp School and local, state, and federal governments.

- Provide a positive professional example to Council staff.

- Maintenance and/or property management skills.
- Comfortable with exposure to all weather environmental conditions, camping, and outdoors work related to facility management.
- Volunteer recruitment skills.
- Ability to communicate effectively with internal and external customers.
- Organizational skills and proven ability to work with minimal supervision.
- Basic fiscal management and budget development skills.
- Be able to creatively problem solve and be flexible in dealing with daily management and operations.
- Basic knowledge of computers (Windows, Microsoft Office) and use of email and the internet. Employee will be trained in custom software as needed.
- Be goal and task oriented.
- Be able to fulfill mental demands of reading, detail work, confidentiality, stress, problem solving, language, training, math, reasoning, verbal communication, written communication, customer contact, multiple concurrent tasks, frequent interruptions in a fast-paced environment, continual change.

Benefits

The BSA is an equal opportunity employer. Compensation includes an annual salary of \$63,000 to \$80,000 based on qualifications, experiences, and references. Other benefits include major medical, prescription coverage, dental, vision, life-insurance, long-term disability, accidental death, a defined benefit retirement plan, plus compensation for

authorized and approved business-related expenses include mileage reimbursement. We also offer a generous PTO (paid time off) policy and paid holiday observances.

HOW TO APPLY:

Qualified candidates are asked to submit a cover letter, resume, and references to Seneca Waterways Council Office Manager Tiffany Drum @ Tiffany.Drum@scouting.org. Please call 585.241.8554 with any questions.