



New Camaldoli Hermitage

Recruitment for General Manager

New Camaldoli Hermitage is a small monastic community overlooking the coast of Big Sur, California, approximately 55 miles from the city of Monterey. New Camaldoli is a hospitable hermitage, with a community of monks whose lives are dedicated to contemplation and prayer. We are a worshipping community, celebrating the Liturgy of the Hours and the Holy Eucharist with our friends and guests. Our monastic fellowship extends beyond the walls of the Hermitage to embrace a large and inclusive community of persons of different walks of life who live in spiritual communion with the monks. The geographic isolation of our retreat facilities is an ecumenical gathering place: other Christians, persons of all faiths, and countless seekers for truth and human integrity have been drawn to the natural beauties of the place and the warm simplicity of the monastic church. The monks of New Camaldoli also take part in the Four Winds Council with other nearby spiritually-aware communities: Esalen Institute, Window to the West Native American Community, and Tassajara Zen Monastery.

Position:

This is a full time exempt position reporting to the Prior of the Hermitage. The employer is Camaldolese Hermits of America, a private nonprofit corporation doing business as New Camaldoli Hermitage. New Camaldoli Hermitage is an Equal Opportunity Employer (EOE).

Location / Residence:

Given the nature of the position, and given the distance from the nearest towns and cities, we prefer candidates who are willing and able to live onsite at the Hermitage. Onsite housing is provided to residential employees as part of the overall compensation package, in exchange for a nominal Resource Replenishment Fee payroll deduction (currently \$65 per month). The amount of time living and working onsite may be negotiable; however, a minimum of 80% onsite and 20% remote would be preferred.

Salary:

This position is full time exempt at 35 hours per week. Starting salary is currently projected to be \$70,000, and may be negotiable, based on experience and qualifications. Benefits include generous paid time off, including sick time, vacation, and 10 paid holidays.

Position Overview:

New Camaldoli Hermitage seeks a bright, experienced, mission-driven, passionate, self-starter as a General Manager (GM). Central to the GM role will be orchestrating the daily and ongoing administrative and business matters for the Hermitage as it relates to commercial, financial, and staffing goals of the community. As the lay leader of the management team, the GM will be actively involved in the Hermitage's overall strategy, including assisting with future planning, and in the development of services and resources. The GM will be thoroughly familiar with all areas of the Hermitage business and monastic community needs. The successful GM candidate will be a hands-on leader who coordinates processes and operations across the organization. The GM works closely with the Business & Financial

Manager on issues pertaining to human resources, payroll, departmental budgets and best business practices. The GM also works collaboratively with the Prior, Facilities Maintenance Manager, Donor Relations Manager, and Program Director to ensure close adherence to organizational, financial, and strategic goals.

Because the GM is an integral member of the Hermitage team, the successful candidate must be able to demonstrate the ability to discern when it is more efficient to delegate a task, and when it is appropriate to jump in and perform the task themselves. The successful candidate must also demonstrate the ability to manage several tasks in succession, and to maintain or regain focus amid frequent interruptions.

Primary Attributes & Experience:

The successful candidate for this position will be reasonably knowledgeable about the Camaldolese Charism or a similar contemplative way of life, or will have specific knowledge of monastic life. Five years or more of proven leadership experience in management and strategic planning will be required. Familiarity with managing non-profit organizations is preferred but not required. Must have intermediate to advanced skills with Microsoft Office products, website management, and social media applications. Experience with IT best practices highly preferred.

Desired Qualifications:

- Bachelor's degree; Master's degree a plus
- good writing and communications skills
- excellent organizational skills, with the ability to consistently meet deadlines, and to work under pressure
- moderate familiarity with financial budgets and income statements
- self-starter; creative thinker; goal- and detail-oriented
- competent at multitasking; able to successfully manage multiple projects simultaneously
- team oriented, with the ability to work in cooperation and collaboration with others
- able to give and receive feedback in a constructive, positive way
- Bilingual English/Spanish a plus

Key Responsibilities & Job Functions:

Commercial Operations: Bookstore; Ecommerce & Wholesale; Hospitality

- Ensure annual profitability and efficiency of Hermitage business ventures through oversight of operations and strategic goals developed in collaboration with Commercial Operations Manager.
- Oversee Hermitage hospitality operations, financial strategies, pricing, and policies.

Plant Operations: Maintenance; Auto Fleet

- Ensure appropriate use of resources for suitable maintenance of the Hermitage physical plant, machinery, and equipment.
- Engage with Facilities Maintenance Manager to ensure continuity of projects and staffing with organizational goals.
- Oversee tasks assigned to auto fleet coordinator, including accident follow-up and insurance claims.

Community Liaison: Information Technology; Kitchen Operations

- Act as liaison between staff and monastic community.
- Oversee kitchen staff to ensure cohesive work environment and healthful food for community and guests.
- Engage with monastic Kitchen Master with regard to proper stewardship of food budget, proper food storage requirements, and health department inspection reports.
- Oversee technology infrastructure, including Wi-Fi and telephones, for cost-efficiency, maximum bandwidth, and suitable use.
- Ensure that all IT issues are addressed by staff or outside contractor, as appropriate, in a timely manner.
- Manage the Hermitage website, including functionality issues and redesigns.
- Manage the Hermitage Facebook page and YouTube channel.

Development & Programs:

- Oversee the development plan of the Donor Relations Manager, including progress against the plan.
- Oversee the various programs initiated and maintained by the Program Director.
- Engage with Program Director for projects needing volunteers.
- Engage with Donor Relations Manager and Program Director to coordinate staff assistance for development and program activities/events as may be needed.
- Ensure that all written communications from the Donor Relations Manager and the Program Director are error-free.
- Ensure best practices throughout the organization, to assure donors of sound stewardship of financial assets.
- Ensure that the tasks performed by the Donor Relations Manager and the Program Director continue to be in alignment with current organizational strategy.

General Management: Administration; Human Resources/Staffing; Strategic Planning

- Provide leadership and direction, ensuring efficient implementation and performance of operational objectives in the various departments.
- Review monthly budget reports from the Business Office, to ensure ongoing financial sustainability of the Hermitage.
- Oversee and guide recruitment, interviews, candidate visits, and hiring of Hermitage staff.
- Determine appropriate Hermitage staffing levels, including working hours and rates of pay, for optimum efficiency and budget adherence.
- Onboard all Hermitage staff, including reference and background checks; job offers; housing agreements and assignments; HR paperwork and orientation; assisting new staff with their arrival.
- Coordinate supplies ordering for all operations, and for the community, using the Amazon business account.
- Coordinate the creation of advertisements for fruitcakes, Holy Granola, guesthouse, Hermitage staff recruitments, etc.
- Coordinate work schedules to ensure staff talents are sourced as efficiently as possible.
- Ensure that staff complete their bi-weekly timesheets by the necessary deadline; review timesheets and alert the payroll Accounting Clerk when they are ready to be processed.
- Coordinate photography and videography projects as necessary.
- Ensure that Business Office staff receive necessary reporting from Hermitage staff for proper bookkeeping of all operations.

- Ensure job descriptions for Hermitage staff are appropriate and current; update job descriptions as necessary for changing staffing models.
- Oversee Hermitage staff performance, supervision, and relations with monastic community and guests; provide counseling and discipline to staff as necessary.
- Ensure that all Hermitage staff receive probationary and annual performance reviews in a timely manner.
- Engage with Business & Financial Manager with regard to staff evaluations; wage increases; coaching and disciplinary action; and related termination.
- Participate in budget planning process with Business & Financial Manager.
- Engage in annual internal controls meeting with CPA firm.
- Ensure that all operations policies and procedures are accurately documented and are followed.
- Coordinate periodic all-staff training for Hermitage staff – such as CPR, first aid, harassment, etc.
- Coordinate and lead all-hands staff meetings, including attendance by remote staff.
- In collaboration with the Prior, act as public information officer with CalTrans, CalFire, Monterey County Sheriff, and media.
- Act as emergency operations manager in the event of wildfire, mudslide, closure of Highway 1, coordinating evacuations and “stay behind” skeleton crews.
- Coordinate security of Hermitage property with regard to trespassers.
- Engage with Hermitage Board of Directors, Financial Advisory Board, Domestic Council, management team and other appropriate groups in broader organizational planning for sustainability.
- Provide commercial operations reports as needed to Domestic Council and Financial Advisory Board.
- Participate in weekly management team meetings.
- Participate in meetings of the Financial Advisory Board.
- Recommend strategic programs, both commercial and community-based, to pursue targeted goals and objectives of the Hermitage.
- Any other duties, as assigned by the Prior.

Reports to: Prior; Domestic Council.

Positions Directly Supervised: Commercial Operations Manager; Facilities Maintenance Manager; Donor Relations Manager; Program Director; IT staff and/or outside contractors; kitchen staff; fleet management staff.

To apply: Deadline to apply is December 1, 2023. Email letter of interest, résumé, and answers to screening questions below to Jeri Corgill, Business & Financial Manager. jeri@contemplation.com

General Manager Screening Questions

1. Let's say you're hired as our new General Manager. It's your second month on the job, and it's only three months into the new fiscal year. You have familiarized yourself with the budget, and you feel that it is sound and reasonable. In this hypothetical scenario, you now learn that Highway 1 has been shut down again in both directions because of severe mudslides that will take months to be fixed by CalTrans. You must reduce staff to a skeleton crew, and help to evacuate those who must leave the site, in order to conserve food and energy resources. In the midst of this, you are approached by the Business & Financial Manager, who explains that drastic budget cuts have been made, and the Financial Advisory Board (FAB) will be holding a special meeting, to be apprised of management's plan to keep the monastic community and the

Hermitage property safe and cared for. In this meeting, the FAB will be looking to you for an explanation of how you selected the skeleton crew who stayed on site; how food and energy resources will be replenished, should they run dangerously low; and how you plan to make sure the revised budget is followed. Describe your thought processes and analyses that will assure the FAB that you have a good plan. (Use hypothetical conditions and circumstances as necessary.)

2. How have you grown as a manager? Also, what do you enjoy *least* about management? (Be honest!)
3. Describe your current/last job. What did you like and dislike about it?
4. Please describe a difficult professional or personal situation you have been in and how you resolved it. What did you learn from the experience?
5. Please share the story of an accomplishment of which you are most proud.
6. What do you believe is unique about New Camaldoli that would connect with goals for your future?