

The Peaks Retreat & Adventure Center
1336 Simmons Mill RD, Thaxton 24174

Job Title: **Retreat and Adventure Center Manager (v12192024)**

Classification: Full-time

Reports to: Center Director

Retreat and Adventure Manager (v12.5.24)

CustomED (www.CustomED.org) is hiring a full-time Retreat & Adventure Center Manager to assist in client and personnel management at our 66+ acre facility in Thaxton, VA. We are looking for an enthusiastic, self-motivated, and highly qualified candidates who can start immediately and are eager to grow with our organization!

Job Overview:

The Center Manager performs the planning, scheduling, and personnel management for day-to-day operations and special events at the center. With support from the larger CustomED team, the Center Manager will plan and facilitate events and activities, assist in designing programs, and oversee employees and guests. The Center Manager will have extensive experience in risk management, personnel management, and client relations.

A successful candidate will be willing to wear many hats in order to ensure smooth operations at the center.

An effective Center Manager is a positive, purposeful, and productive team member who will help promote, manage, and maintain The Peaks as a premier education and adventure destination for people of all ages to enjoy.

Specific responsibilities include, but are not limited to:

Lead and Manage Day-to-Day Operations and Events

- Writing proposals and securing contracts for external event groups.
- Maintain well organized client inquiries and bookings.
- Organize all past, current, and future clients and contacts.
- Documenting and recording all center trainings, procedures, and events
- Assist in the upkeep and management of grounds and facilities
- Present center information and tours to prospective clients.
- Oversee employees, accommodations, and programing, as well as ensuring the wellbeing and hospitality of guests.
- Ensure safe practices and a healthy center environment.
- Assist with developing and maintaining marketing, outreach, and partnership development.

Develop & Implement Programming, Initiatives, and Events

- Assist in the development and implementation of hiring strategies for center employees
- Plan internal daily activities and event schedules.
- Facilitate programs and activities ranging from art classes to challenge-course activities.
- Working with current and potential event contacts on programming and activity needs and schedules.
- Travel and attend external events for promotion

Center Manager Skill Requirements:

- Demonstrate experience in a management position.
- Extensive experience in schedule management
- Advanced ability to hire and oversee center employees
- Ability to implement advanced risk management techniques in the presence of large groups.
- Experience in working with children and families, as well as arranging accommodations, supplies, and equipment.
- Ability to process and record expenses.
- Ability to document processes and perform recordkeeping.
- Ability to create and present performance and budgetary reports
- Excellent communication skills.

Qualifications & Position Expectations:

- Bachelor's degree required; master's degree a plus.

- Certifications or the ability to become certified in: Outdoor Challenge Course Facilitation, Archery, Canoeing, CPR, First Aid, and AED.
- Proficiency in office software, including Microsoft Office and a variety of registration and site management systems.
- Connections to the local community preferred but not required.
- Familiarity with Zoom and other web conferencing platforms.
- Be able to work on-site at the Center for extended hours, and willing to stay overnight in staff quarters for longer programs.
- Must be local with reliable transportation. (Please note: a successful candidate will be comfortable operating with the support of a remote team)
- Must be thorough, attentive to detail, and comfortable working independently and as part of a team.
- Strong organizational, time management, and communication (oral and written) skills.
- Willing to do what it takes to get the job done—even tasks outside the job description.
- Occasional travel is required.
- Eager to #MakeADifference.
- Have fun!

TO APPLY:

Submit a cover note and detailed resume to PeaksJobs@CustomED.org. Incomplete applications will not be considered.

About CustomED (www.CustomED.org)

CustomED is a 501(c)(3) nonprofit organization that designs and implements extraordinary programs and experiences that solve challenges in education, training, and outreach for a variety of organizations. We work with schools, nonprofits, businesses, government agencies, trade associations, and foundations. Our mission is to provide extraordinary educational experiences that inspire and motivate learners of all ages.

Job Type: Full-time

Salary: \$45,000.00 - \$60,000.00 per year

Benefits:

- Dental insurance

- Disability insurance
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Retirement plan
- Vision insurance

Schedule:

- Monday to Friday
- Weekend availability
- Overnights
- On call

Education:

- Bachelor's (Required)

Experience:

- Management: 4 years (Required)
- Customer Service: 4 years (Required)

Work Location:

- One location

Work Remotely:

- No