

SOUTHWESTERN CAMPER RANCHES, INC.

PERSONNEL POLICIES AND PROCEDURES

EFFECTIVE NOVEMBER 4, 2022

JOB DESCRIPTION

OPERATIONS MANAGER

OVERVIEW: The Operations Manager (OM) oversees and is responsible for the daily operations of the BMH recreational campground and SCR lease sites through supervision and utilization of campground personnel, volunteers and equipment, complying with all pertinent government regulations, SCR Rules & Regulations, and procedures. The operations manager is responsible to and receives direction from the SCR President while maintaining communications with other ranch management and the SCR office.

QUALIFICATIONS: A general knowledge of ranch operations; to include grounds and road maintenance, carpentry, electrical and plumbing repair as well as vehicle and equipment maintenance, repairs and equipment operation is required. The operations manager must be familiar with the ranch water and well operations, and water distribution systems, septic systems and office procedures as related to these areas. The manager must also be proficient in office management, long-range planning, hospitality services, to include computer operations, staffing and working with employees and the public all while working within the set budget for each year.

The Operations Manager (OM) will have the following specific responsibilities:

1. The OM will monitor ranch operations through direct contact with ranch employees as related to daily operations and management concerns to include utility systems and operations.
2. The OM will observe chain of command in management. The OM will develop job descriptions, hire/terminate, train, supervise and evaluate ranch employees and provide direction when needed while staying within the state of New Mexico and Federal laws and regulations. The OM will provide ranch personnel the opportunity to voice job grievances and direct those grievances to the President of SCR as needed.
3. Ensures adequate supply of materials/supplies for operation of the park by all staff as required.
4. Manage and or acquire contracts with outside contractors and service companies to provide for required repairs/enhancements that are outside of the scope of ranch

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personnel.

5. Maintain contacts with any service providers on a monthly or annual retainer basis.
6. Must anticipate park capital needs and expenditures. Develop capital budget items for the President.
7. Prepare annual operational budget proposals for review and approval and attend budget meetings.
8. Limits operational budget expenditures to a maximum of \$2,000.00 without prior board approval, but notify and discuss with the president the need for expenditures over \$500.
9. Submits to the President an annual plan that addresses short term (one year or less) and long term (more than one year) goals consistent with the mission and policies of the Board of Directors.
10. Provide monthly Summary of Goals/Jobs completed and inform the President of any potential problems and/or projects which may require Board action.
11. Review and approve all expense request made/submitted by a Supervisor, Foreman or Office Manager.
12. Oversee/review all leases and lease site improvements (lot plans).
13. Oversee and issue all tenant lease violation and enforcement in a timely manner.
14. Review all BMH office procedures to insure proper operations.
15. Review time sheets and personnel expenses.
16. Work with the ranch Supervisors and Managers to resolve any violations of rules & regulations directing communications with all parties involved.
17. Attend Board of Director meeting as required providing report on operations as directed.

This position requires residing on the ranch, working on a daily basis five days a week with a minimum of 35 hours weekly to accomplish task assignments or project completion. The operations manager must possess a valid driver's license and be insurable. The OM will perform others duties as assigned or as needed to assure proper operations.

Continued employment is contingent upon maintaining the confidentiality of tenants, employees and management information obtained in the course of employment.

Revised November 2022

Operations Manager