

EXECUTIVE SEARCH

Director of Residential & Campus Operations - Dallas



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Client: Sisters of Mercy of the Americas
Role: Director of Residential & Campus Operations
Location: Dallas, PA
Reports To: Regional Director of Real Estate and Facilities
Website: sistersofmercy.org



SITUATION OVERVIEW:

ZRG has been engaged to recruit a **Director of Residential & Campus Operations** for Sisters of Mercy of the Americas.

ABOUT SISTERS OF MERCY OF THE AMERICAS:

The Sisters of Mercy are an international community of Roman Catholic women who dedicate their lives to the Gospel of Jesus and take vows of poverty, chastity, obedience and service. Inspired by the life of Jesus and by their founder Catherine McAuley, they envision a just world for people who are economically poor, sick, and uneducated. They commit their lives to God and their resources to serve, advocate, and pray for those in need worldwide.



While historically many sisters worked in education and healthcare, today's sisters also work with issues such as immigration, human trafficking and care for Earth. Today, over 1,700 Sisters of Mercy of the Americas live in the United States, Guam, the Philippines, the Caribbean, and Central and South America, with more sisters living in over 30 countries around the world.

They serve with more than 3,100 Mercy Associates, several Companions in Mercy, close to 1,100 Mercy Volunteer Corps alumni, and thousands of co-workers in Mercy-sponsored programs and institutions – all sharing in the Mercy mission and following the example of Catherine McAuley.

In addition to the three vows – poverty, chastity and obedience – that all Catholic sisters take, they, as Sisters of Mercy, also take a fourth vow of service.

In addition, they sponsor and operate more than 160 service organizations in collaboration with tens of thousands of committed co-ministers, staff and volunteers.



GLOBAL COVERAGE



ACROSS THE UNITED STATES

Over 700 employees work for Sisters of Mercy, Inc. across the United States in service to the life and mission of the Sisters of Mercy of the Americas, Inc. They serve in a variety of roles spanning healthcare, facilities, and administration. All employees embrace the Mission Statement and Core Values.

MISSION STATEMENT

Employees of the Sisters of Mercy of the Americas, Inc. commit to providing a collaborative environment where they can use their personal and professional gifts to serve others.

CORE VALUES

<p>Respect</p>	<p>We commit to reverence and respect for the sacredness and dignity of each person and celebrate their gifts and voice.</p>	<p>Stewardship</p>	<p>We commit to the just use of resources entrusted to us and to accountability for excellence and the quality of our work.</p>	<p>Integrity</p>	<p>We honor Mercy tradition and values by acting with integrity of word and deed and demonstrating courage in promoting our Critical Concerns.</p>	<p>Hospitality</p>	<p>We welcome one another, creating a culture of hospitality, warmth, and inclusion.</p>	<p>Compassion</p>	<p>We commit to being a compassionate presence to one another and all those we serve.</p>
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THE CRITICAL CONCERNS OF THE SISTERS OF MERCY

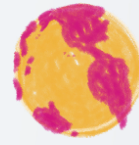
Catherine McAuley founded the Sisters of Mercy because she was concerned for people who were made poor. Today, the Sisters of Mercy of the Americas focus on five Critical Concerns. These concerns are addressed through prayer, communal life as a religious congregation, education, advocacy with legislators and other leaders, and corporate engagement.



Racism



Immigration



Earth



Women



Nonviolence

CATHERINE MCAULEY

Founder of the Sisters of Mercy

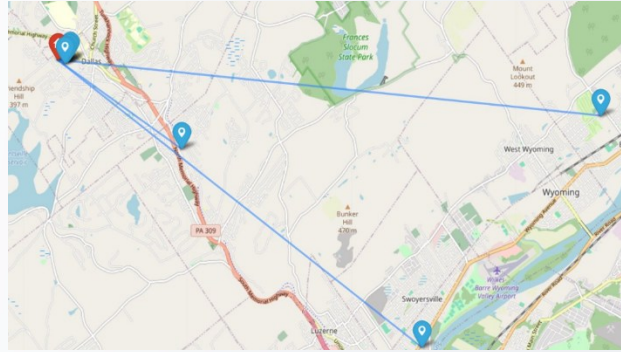
Catherine McAuley was born in Dublin, Ireland, in 1778. As a young woman, she cared for an elderly couple who left her a large inheritance upon their deaths in 1822. Catherine chose to use this inheritance to continue her work caring for poor women and children and opened the first House of Mercy on Baggot Street in Dublin, Ireland, in 1827. In 1831, she founded the religious community of the Sisters of Mercy to ensure that this work would go forward.

When she died in 1841, she left a community with convents and ministries in Ireland and England and with invitations to go to other lands. Catherine's history is one of joys and sorrows, deep prayer and faith, and respectful, warm relationships in her leadership and fostering of community. In addition, she trusted in the wisdom of others to lead in Mercy wherever they are planted. Click [here](#) to read more about Catherine McAuley and [here](#) to watch a video about her life.



ABOUT DALLAS CAMPUS:

The Dallas Campus is centered around the Sisters Residence, located at 301 Lake Street in Dallas, Pennsylvania, on the campus of Misericordia University. The residence is a 31-bed retirement home that supports the Sisters of Mercy community and serves as the primary campus location for care, daily operations, and administrative support. Staffing for the residence includes facilities, housekeeping, contracted dietary services, reception, and administrative coordination, with nursing and Sisters of Mercy administrative support also present onsite.



In addition to the Sisters Residence, the Dallas Campus includes a network of nearby owned residential properties that support the broader Mercy community. These include The Pines Townhouses, a 36-townhome property located on McAuley Drive, as well as several convent residences within close proximity on Lake Street, including The Carriage House Convent, Carlow Convent, Sisters of Mercy Convent, and Bethany Convent. Most of these properties are located approximately half a mile, or about two minutes, from the Sisters Residence.



The campus portfolio also extends to several surrounding properties in nearby communities, including Shavertown Convent, Forty Fort Convent, and Exeter Convent. Together, these residences and apartment-style properties reflect the Dallas Campus's role as both a care-centered and residential hub, supporting sisters through retirement living, convent housing, and nearby community-based residences.



POSITION:

The **Director of Residential & Campus Operations** serves as a key on-site leader responsible for coordinating daily operations across a Sisters of Mercy campus and supporting the residential experience of the Sisters.

This role ensures effective coordination across operational services, Sisters' leadership, vendors, and campus partners. The position functions as a central connector, facilitating alignment, communication, and service delivery across a complex, multi-entity environment.

This is a highly relational, mission-centered role requiring strong operational capability, emotional intelligence, and the ability to lead through influence rather than formal authority. The Director functions as a central connector across the campus community, ensuring services are delivered with excellence, expertise *or maybe* competence, compassion, responsiveness, and respect for the Sisters of Mercy mission and values.

The role is uniquely suited for a mature operational leader who can successfully navigate complex environments, build trusted relationships, and lead through influence rather than direct authority.

CAMPUS ENVIRONMENT

Sisters of Mercy campuses are dynamic, multi-use environments that may include:

- Residential living for Sisters;
- Healthcare or elder care services;
- Retreat or spiritual spaces;
- Schools or educational facilities;
- Third-party tenants and partner organizations;
- Shared-use and multi-entity operations.

Campuses vary in size and complexity and often include multiple buildings, extensive grounds, and longstanding relationships across different entities.

POSITION DESCRIPTION:

KEY RESPONSIBILITIES

Campus Operations Coordination

- Oversee day-to-day delivery of campus services, including facilities, maintenance, housekeeping, groundskeeping/landscaping, and dietary services;
- Coordinate work across internal teams and third-party providers to ensure responsiveness, service quality, and continuity of services;
- Support implementation and optimization of operational systems, including work order, PM, and service management platforms;
- Promote safety, emergency preparedness, and adherence to campus protocols;
- Identify opportunities for operational improvement and enhanced resident experience.

Residential Support (Sisters of Mercy)

- Serve as a primary point of contact for Sisters regarding residential and campus-related needs;
- Coordinate timely resolution of issues related to accommodations, accessibility, quality of life and services;
- Foster and maintain a visible, service-oriented and approachable on-site presence;
- Partner closely with Sisters' leadership, including the Sister Life Minister and other community stakeholders.

Relationship Management & Coordination

- Build and maintain trusted relationships across Sisters, staff, tenants, vendors, leadership teams and external partners;
- Facilitate coordination across campus entities, ensuring alignment on shared priorities and services;
- Navigate complex stakeholder environments with diplomacy, discretion, and sound judgment;
- Serve as a liaison to campus governance groups, including participation in or support of key administrative and decision making committees such as the Administrative Coordinating Committee (ACC);
- Support shared campus initiatives, partnerships and communication and resolution of cross-campus issues.

Financial & Administrative Coordination

- Support management of campus operating and capital budgets in partnership with centralized leadership;
- Monitor expenses and contribute to responsible financial stewardship;
- Oversee vendor relationships, contracts, and service expectations;
- Support lease implementation and ongoing lease administration, including coordination with tenants and shared-use partners;
- Contribute to reporting, operational planning, and administrative coordination.

Team Leadership

- Provide leadership, direction and support to campus operational staff and contracted partners;
- Foster a collaborative, service-oriented environment aligned with mission and values;
- Promote accountability, responsiveness, and continuous improvement;
- Support staff development and team alignment with organizational values.

Strategic & Transition Support

- Assist with evolving campus initiatives, transitions, and long-range operational planning;
- Support continuity during changes involving tenants, partnerships, or property use;
- Contribute to planning efforts involving multiple campus constituencies and governance groups;

- Facilitate coordination across complex, multi-constituent initiatives

LEADERSHIP PROFILE

Success in this role requires:

- A servant leadership mindset;
- Strong interpersonal and relationship-building skills;
- High emotional intelligence, empathy, and diplomacy;
- Ability to navigate complex, multi-entity environments;
- Strong coordination and problem-solving capability;
- Strong operational judgment and organizational ability;
- Comfort working through influence rather than direct authority;
- Sound judgment and adaptability in evolving situations;
- Political savvy and diplomacy in sensitive situations;
- Independent decision-making and adaptability;
- Technical and management skills related to facilities, housekeeping, and dietary.

QUALIFICATIONS:

REQUIRED

- Bachelor's degree in business, healthcare administration, facilities management, hospitality, nonprofit leadership, or a relevant field;
- 8+ years of operational leadership experience;
- Experience overseeing multiple service lines or complex residential environments and operations;
- Strong financial acumen and budget oversight experience;
- Demonstrated ability to build relationships across diverse groups;
- Excellent communication, organization, and problem-solving skills;
- Experience in facilities, housekeeping, and dietary operations.

PREFERRED

- Experience in senior living, healthcare, or nonprofit environments;
- Background in mission-driven or faith-based organizations;
- Experience in multi-entity or campus-style environments;
- Familiarity with Catholic or religious organizational structures.

MISSION ALIGNMENT

This role requires an appreciation for the Sisters of Mercy mission, grounded in compassion, service, dignity, hospitality and stewardship.

Candidates must demonstrate a genuine appreciation for mission-driven work and the ability to support a residential environment centered on care, respect, and responsiveness to the needs of the Sisters.

WORK ENVIRONMENT

- On-site, highly visible role requiring daily presence across the campus;
- Frequent interaction with Sisters, staff, leadership, tenants' community stakeholders, and service providers; May involve occasional evening or weekend responsiveness based on campus needs.

SENIOR MANAGEMENT:



Colleen Giarrocco

Regional Director of Real Estate and Property Management

Colleen Giarrocco is a real estate and property management professional who supports mission-centered property operations for the Sisters of Mercy of the Americas. As Regional Director of Real Estate and Property Management, she contributes to the stewardship of the organization's real estate and facilities portfolio, helping ensure that properties are managed thoughtfully, responsibly, and in alignment with the Sisters of Mercy's broader mission.

With experience in real estate, property management, and facilities coordination, Colleen brings a practical and service-oriented approach to managing spaces that support sisters, staff, and community needs. Her work helps advance the long-term care, planning, and operational effectiveness of properties across the organization's portfolio.

LOCATION:

Dallas, Pennsylvania is a small borough in Luzerne County, located in the Back Mountain region of northeastern Pennsylvania. Known for its quiet residential character, scenic surroundings, and close-knit community feel, Dallas offers a peaceful setting while remaining connected to the larger Wilkes-Barre/Scranton area.



The area is home to Misericordia University, which brings an educational and community-centered presence to the borough. Dallas and the surrounding Back Mountain communities are known for their wooded landscapes, nearby lakes, local shops, schools, and family-oriented neighborhoods. The setting offers a balance of rural charm and suburban convenience, with access to healthcare, higher education, recreation, and regional services.

Dallas is also located near Wilkes-Barre, a historic city along the Susquehanna River and one of northeastern Pennsylvania's key regional hubs. Wilkes-Barre offers access to healthcare, business, higher education, dining, arts, and cultural amenities, giving Dallas the advantage of a quieter residential setting while remaining close to the resources of a larger city.



SISTERS OF MERCY OF THE AMERICAS IN THE NEWS:

May 13, 2026

[Sisters of Mercy Announce 2026 Winners of Social Justice Video Contest](#)

April 28, 2026

[Sisters of Mercy of the Americas respond to latest politically-motivated violence](#)

March 12, 2026

[Sister Libby Fernandez featured in America Magazine](#)

March 11, 2026

[Sister Mary Kay Dobrovlny featured in The Catholic World Report](#)

March 3, 2026

[Sisters of Mercy statement on US attack on Iran](#)

INTERVIEW PROCESS:

ZRG provides our global Clients with a rigorous and patented assessment platform grounded in data and analytics. Our interview process includes the following:

1. Initial interviews with ZRG
2. ZRG presentation of candidates to Client for calibration and discussion; Client selects candidates for consideration and initial interviews
3. Candidates complete ZRG's online assessment
4. Finalist candidates advance to second and third round interviews with the broader leadership team
5. Formal referencing
6. Offer extended

ABOUT ZRG PARTNERS:

ZRG is a global talent advisory firm that is changing the way companies hire and manage talent. ZRG's data-driven approach to executive and professional search has been changing the way clients think about how to find top talent. The company's digital Zi platform combines talent intelligence, candidate insights, and process improvement to deliver executive searches quickly and with proven better results.



Marc Datz
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Marc is responsible for client development and leading searches and search teams from inception to completion. He joined ZRG in 1998 and represents a variety of client organizations nationwide in higher education, healthcare & hospitals, academic medical centers, civic, cultural and non-profit institutions, private equity-backed firms, real estate developers, and design, engineering and construction firms. He has broad experience in identifying and securing professionals for roles at all levels of a client's organization and maintains long-term relationships with clients and candidates. His areas of expertise include Higher Education, Healthcare, Civic/Cultural/Non-Profit, Private Equity, Real Estate, Facilities Management, Construction, Architecture, and Engineering.

He earned a Bachelor of Science degree in Political Science with a minor in Economics from the University of Pittsburgh.

[Link to complete bio for Marc Datz.](#)



Jill DiGiovanni
Managing Associate
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Jill DiGiovanni is a Managing Associate within ZRG's Real Estate Practice, where she leads executive recruitment across a wide range of industries and organizational types. With 15 years of executive search experience, she brings a strong track record of placing transformative leaders in roles that drive organizational impact.

Jill's work includes recruiting senior leaders across Property Management, Asset Management, Development, Facilities, and Construction, as well as C-suite roles. She brings a thoughtful, relationship-driven approach to every engagement, ensuring strong alignment between leadership talent and organizational goals.

Jill holds a Bachelor of Science in Marketing from the University of Illinois at Chicago.

[Link to Jill DiGiovanni's LinkedIn Profile.](#)