



Director of Operations

Reports To: President

Status: Full-Time

Classification: Exempt

Approved/Revised Date: February 2020

Summary:

The Director of Operations will work to ensure the efficient and cost-effective operation of the business of Waterfront Botanical Gardens. He or she will serve as the liaison between the President and all functions of the organization to include daily operations, equipment operations, event management, construction management and site management for the purposes of financial oversight as well as efficient operations. The successful candidate will be a professional colleague and advocate of Waterfront Botanical Gardens (“WBG”) and its mission and vision. The Director Operations provide oversight and supervision to the staff who run and operate the facilities and property of the Gardens.

Organizational Duties and Responsibilities:

1. Commitment to WBG’s mission and its core values. Facilitates and supports the design and implementation of policies and procedures related to the operations and facilities of WBG.
2. Supports and facilitates positive interaction with others by exhibiting: individual maturity; respect for others; a team-centered approach; maintenance of confidential information; and, an appreciation of a multicultural workplace.
3. Exhibits effective writing, organizational, time management, and interpersonal and oral communication skills.
4. Effectively prioritizes and coordinates job tasks for maximum productivity.
5. Participates in appropriate professional development programs and training to attain and maintain competency.
6. Effectively manages the functions of Operations, IT, Facilities, Risk Management, Guest Services and Legal.

Essential Duties and Responsibilities:

1. Manages office operations and procedures, designing filing systems and long-term record-keeping (including equipment inventory, HR records, company policies and procedures, etc.) insuring that all documents are kept up to date, and available to the staff and Board.
2. Ensures that the organization’s technology systems are fully functional and supportive of the daily operations of the office. Investigates new options in systems support and equipment as the needs arise.

3. Reviews contracts and invoices for services and repairs and submits to Director of Finance.
4. Participates in budgeting process for building maintenance and equipment or repair expenses.
5. Participates in the creation of emergency preparedness plans. Monitors building security systems and handles emergencies properly. Manages snow removal procedures, informs weather-related closure decisions, and oversees vendor contracts.
6. Oversees the legal needs of the organization, providing external or internal legal staff to ensure the organization is properly and legally represented in all contracts.
7. Responsible for planning, directing and coordinating the administrative functions of organization, to include the overseeing of hiring and firing staff, HR records management and adherence to policies and procedures by staff.
8. Serves as a member of the construction committee and works closely with the Construction Manager or other contractors to ensure that WBG is properly represented during all construction on site.

Specific Skills:

Must be self-motivated and detail-oriented. Requires excellent computer, organization, project management, and planning skills. Must have both the ability to manage projects on his/her own, as well as the interpersonal skills required to be an effective member of a team. Must have the ability to present a positive image of the organization to the community. Must have an efficient and productive work style to allow maximum and efficient use of limited resources. Requires the ability to work well with other staff, board, committee members, vendors, and volunteers. Works with computers and required to be proficient with Microsoft Office programs.

Supervisory Responsibilities:

Responsible for the management of all HR, Operations, Facilities, Legal, IT and Risk Management staff.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Minimum of a Bachelor's degree in a related field and/or at least 10 years of business experience preferred. Additionally, experience in the areas of finance, construction, HR, and facilities is a plus.

Language Skills:

Ability to read, write, and converse in English. Ability to speak knowledgeably with other vendors, contractors, staff, and board of directors. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, vendors, staff, and others.

Certificates, Licenses, Registrations:

Must have current driver's license and insurable driving record.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, and reach with hands and arms, climb or balance, and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

Must be willing to work a typical 40-hour work week. May be called in to work for emergencies only; this is not typical. Must be able to work the required hours to accomplish tasks and meet deadlines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary range is \$65,000 – 75,000. Salary will be based on relevant experience.

Benefits Offered: Health insurance; simple IRA; paid time off for vacation, sick days and holidays; and, flex spending account.

To apply please send resume and cover letter to info@waterfrontgardens.org.

Application deadline: March 1, 2020