



Operations Director Job Description

Job Summary: The Operations Director oversees the Museum's daily activities and ensures successful organizational function. They are responsible for managing: human resources; accounts receivable and payable; member, donor, fundraising, and community events; marketing and communications efforts; and facilities maintenance including the fulfillment of operating procedures. As part of the organization's leadership team, this position is responsible for regularly evaluating organizational efficiency. This position is responsible for monitoring the team's ability to meet organizational and individual objectives.

Schedule: FT/YR Exempt

Reports to: Executive Director

Direct Reports: Development Associate, Museum & Membership Coordinator

Pay scale: \$27-30/hr DOE, plus benefits

Roles & Responsibilities:

- **Human Resources (15%)**
 - Communicate and uphold employee policies and procedures.
 - Coordinate JHCM benefits programs (PTO, health insurance, professional development).
 - Coordinate staff recruitment, supervision, and training (job postings, application review, interviews, new hire paperwork, employee records).
- **Financial Operations (20%)**
 - Support development and management of annual budget, including reports/projections.
 - Execute finance functions including payroll, accounts payable, and accounts receivable.
 - Manage contractor and partnership billings on an occasional or regular basis.
 - Maintain necessary financial communication with the JHCM Board and Accountant.
 - Build and maintain payment systems for Museum and programming.
- **Development (20%)**
 - Manage and execute Member, Donor, Community, and Fundraising events including Touch-a-Truck.
 - Monitor donor databases in Flipcause and Kindful.
 - Research, monitor, and maintain current & future grant applications and reporting.
- **Marketing and communications (15%)**
 - Coordinate Creation of electronic and print media, including proof/edit process.
 - Maintain and evolve the JHCM brand, including style guide, templates, logo/mission updates.
 - Market programs, exhibits, museum visits, and events.
 - Coordinate media relations: employment, news, events, and programs.
 - Build, maintain, and monitor all program registration lists including daily reservations.
- **Facilities (15%)**
 - Stock and maintain office and facilities supplies.
 - Establish and maintain high standards of building operations and safety procedures including routine and seasonal maintenance.
 - Monitor & manage risk(s) including COVID-19 and other communicable disease risks in adherence with local health department and Department of Family Services (DFS) requirements/guidance.
 - Create, update & ensure compliance with the JHCM Operations Manual.
 - Ensure positive landlord (TCSD) relationship (with ED) and adherence to lease stipulations.
 - Ensure DFS license is maintained in conjunction with Education Director and license director.
- **Leadership Team (15%)**
 - Generate weekly staff and leadership meeting agenda topics.
 - Oversee Monthly Museum Committee meetings and agenda topics.
 - Uphold JHCM values in all interactions with staff, clients, and patrons.
 - Facilitate partnerships with other organizations as directed.
 - Participate in regularly scheduled check-ins with direct reports. Provide support as needed.
 - Serve as Front Desk and Education Team support and/or substitute as needed.

155 N. Jean Street, PO Box 995, Jackson, WY 83001

307-733-3996 info@jhchildrensmuseum.org www.jhchildrensmuseum.org

Qualifications & Requirements:

- Preferred: 1 year experience managing nontraditional educational programs and/or museums.
- Preferred: 1 year experience with basic bookkeeping practices and software, or equivalent training.
- Preferred: 1 year experience in human resource services (payroll, benefits administration, records maintenance, employee recruitment and relations, etc.), or equivalent training.
- Strong organizational skills and ability to manage multiple projects and staff simultaneously.
- Training, experience, or understanding of diversity, equity, and inclusion principles and implementation practices.
- Experience working with patrons, donors, parents, and families from diverse socioeconomic, age, ability, and cultural backgrounds.
- Strong communications and technical writing skills for a wide range of audiences and age groups.
- Basic web and graphic design experience, or ability to learn and execute efficiently.
- Basic understanding of database reporting, statistical analysis, and survey strategies.
- Experience or training in nonprofit management and/or nonprofit finance.
- Experience or training with grant writing and/or reporting.
- Experience or training working with a Board of Directors and nonprofit governance.
- Experience programming reservations or menu systems.
- Experience with Mailchimp or similar communications software.
- Experience with donor management software or strategies.
- Strong attention to detail in everything from documents to physical spaces.
- Ability to follow and implement Department of Family Services licensing requirements.
- Ability to meet Department of Family Services certification requirements.
- Ability to multitask effectively in stimulating environments.
- Ability to be adaptable, flexible, and patient.
- Positive attitude and proactive work ethic.
- Background check is required.
- First Aid and CPR certification is required within 90 days of employment.
- Basic conversational Spanish would be beneficial but is not required.

About the Jackson Hole Children's Museum

"Play. Create. Explore. Discover." At the Jackson Hole Children's Museum, we encourage local and visiting families to examine the world together through interactive, hands-on exhibits and educational programs in the arts and sciences. We aim to help children and grown-ups of all ages build a love of learning through collaborative play and creative problem-solving in a nurturing environment.

Our Pre-K-5, afterschool and summer programs are designed to enrich children's natural curiosity through diverse, child-centered and teacher-guided explorations. Utilizing an inquiry-based approach, children come up with their own questions to investigate, devise their own inferences and develop their own conclusions.

Learn more about our programs and exhibits at <https://www.jhchildrensmuseum.org>