



Cultivating a Lifelong Love of Nature

POSITION DESCRIPTION: Operations Director

Position Type: Full-Time (40 hours per week)

Reports to: Executive Director

Location: Mitchell Park Horticultural Conservatory (Milwaukee, WI) (partially remote)

Deadline to Apply: January 24, 2024 (applications will be accepted until position is filled)

About Us: As a private nonprofit, Friends of the Domes has been supporting the Mitchell Park Horticultural Conservatory (The Domes) since 1989. We provide educational and enrichment activities that ensure every visitor departs feeling a connection to nature. Major initiatives include educational programming including school field trips and management of The Domes Ed Center; membership and volunteer recruitment and management; management of The Domes retail activities such as the gift shop; fundraising and marketing efforts that benefit the mission of The Domes.

Mission Statement: The Friends of the Domes mission is to promote and support the Mitchell Park Horticultural Conservatory (The Domes) and surrounding park by creating and enhancing the visitor experience of this globally significant urban destination.

Duties and Responsibilities: Directly reporting to the Executive Director, the Operations Director oversees day-to-day operations of Friends of the Domes, ensuring efficiency and alignment with organization's mission and revenue goals.

More Details:

- *Supervision:* Managing five direct reports and one vendor relationship (bookkeeping firm): 1) Office Manager; 2) Special Events and Visual Design Manager; 3) Marketing Manager; 4) Gift Shop Manager; 5) Volunteer Manager.
- *Human Resources:* Managing Human Resource functions such as payroll, talent acquisition, onboarding and offboarding; ensuring compliance with rules and regulations; organizing monthly staff meetings; ensuring effective employee engagement; managing timely and meaningful employee evaluations.
- *Overall Management:* Producing reports to assist with data-driven decision-making; overseeing organizational project management to ensure goal attainment; staffing



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board meetings, as appropriate; tracking and reporting progress toward Key Performance Indicators; ensuring Milwaukee County reporting requirements are met; developing and implementing strategies to optimize business processes and enhance operational performance; creating and implementing policies and procedures to ensure compliance and streamlined operations.

- *Financial and Risk Management:* Developing and managing the budget; serving as liaison for outsourced bookkeeping function; managing annual audit; managing annual inventory; ensuring monthly financials are released in timely fashion; ensuring insurance coverage that mitigates risk and meets County requirements; managing relationships with vendors and contractors, ensuring cost-effectiveness and quality.
- *Marketing:* Co-developing, implementing, and tracking of strategic marketing plan. Ensuring effective internal and external communications.
- *Event Management:* Ensuring events are executed in a seamless manner, achieving stated revenue and attendance goals.
- *Retail Sales:* Ensuring gift shop and other retail sales achieve stated revenue and attendance goals.
- *Other:* Facilitating clear organizational communications, ensuring staff members are aware of critical information needed to perform duties; embracing Friends of the Domes' culture of exceptional customer service; contributing to team effort by helping in other areas as needed; supporting Friends of the Domes' two key pillars: Wellness and Equity.

Personal Attributes:

- Exceptional communications skills – both written and verbal;
- Organized and detail-oriented with a proven track-record in project management;
- Demonstrated problem-solving and analytical skills;
- Positive attitude and team player;
- Demonstrated ability to lead, collaborate, and build consensus;
- Self-directed with the ability to work both independently and as part of a team;
- A strong commitment to the mission of Friends of the Domes;
- Ability to appropriately handle confidential matters and information.



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Knowledge and Qualifications:

- Proven work experience in an operations role (5+ years in nonprofit or related work);
- 3+ years of experience in a supervisory role;
- Fluency in Microsoft Office and/or Google Workplace;
- Experience in donor management systems (preferably Salesforce);
- Bachelor's degree preferred.

Physical Demands: The employee is occasionally required to traverse within their work area as well as other areas of the facility. Ascending and descending of stairs (building that does not contain an elevator). We value diversity: Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Compensation: \$63,000-\$72,000; up to \$6,000 in healthcare premium reimbursement; flexible work hours; hybrid in-office and remote work arrangement.

Commitment to Diversity: The Friends of the Domes is an equal opportunity employer and places a high value in creating a workforce that reflects the diversity of the Milwaukee community. The Friends of the Domes does not discriminate against any employee or applicant for employment because of race, color, ethnicity, religion, gender, sexual orientation, gender identity or expression, national origin, disability, age, marital status, military status, pregnancy, or parenthood. We believe diverse teams are effective teams, and that innovation is only possible when a set of diverse experiences and perspectives are at the table. We have flexibility around formal education, and our minimum requirements are preferred but not mandatory. We are willing to train a passionate, learning-oriented person with a history of getting results, even if that history is different from the exact descriptors of what they'll be doing within the role.

Send Cover Letter and Resume:

Christa Beall Diefenbach, Executive Director

Friends of the Domes

Christa.FOD@milwaukeeedomes.org

No phone calls please.