**Director of Operations**

**Department:** Operations  **Job Status:** Full-time

**FLSA Status:** Exempt  **Reports to:** Executive Director and CEO

**Travel Required:** Up to 20%

**Position Summary:** As part of the Grand Rapids Art Museum’s management team, the Director of Operations provides leadership, strategy, and direction in all operational aspects of the Museum, including the day-to-day management of several key departments and outsourced vendors: Accounting/Finance; Facilities Management including Construction; Human Resources; IT; Security.

**Essential Job Functions:**

1. Provide leadership, strategy, and direction for all operational aspects of the Museum.

2. Maintain an ongoing dialogue with the senior management team to ensure that the operational aspects of their programs align with the direction of the museum.

3. Define, implement and revise operational policies as needed.

4. Lead ongoing, cross-functional strategic meetings to help foster communication across departments; set goals for direct reports; long term planning.

5. Monitor GRAM’s operations to ensure compliance with state, local and federal laws.

6. Manage and leverage the Museum building, surrounding property, and anchor location as the civic and cultural hub of the Grand Rapids metropolitan area.

7. Work with other Directors to monitor and maximize the Museum’s earned income generating activities by tracking revenues and conducting budget reviews to enhance decision making around continued activities.

8. Negotiate and maintain/monitor all Museum operational contracts.

9. Seek opportunities to optimize the museum experience through technology. Maintain all IT and AV systems and oversee a framework for continually enhancing internal IT platforms and equipment through outsourced vendors.

10. Work with Accounting in review of the department’s budget as well as overall GRAM budget.

11. Work with Human Resources on effective policies and programs per strategic planning and applicable state and federal laws.
12. Manage facility and security policies and procedures to ensure the safety of staff and guests according to industry best practices. Negotiate and manage contracts and relationship with outsourced Security vendor.

13. Serve as emergency point of contact for the facility.

14. Other duties as assigned.

**Knowledge, Skills, and Abilities:** To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 5+ years managing the operations of a multi-faceted organization, including areas such as facilities; IT; security; construction.
- Operations management/experience in a nonprofit environment preferred.
- Bachelor’s Degree in related field ideal.
- Strong project management, organizational and planning skills
- Experience with budget and business plan development; strategic planning and management of teams.
- Knowledge of security operations and information technology.
- Outstanding communication skills, both written and verbal.
- Experience working with external boards and committees ideal.
- Self-motivated and can motivate others.

**Physical Job Requirements:** While performing this job the individual will be required to sit (50%), stand and walk (50%). Will be required to lift up to 20 pounds occasionally. Will be required to do close work with a computer monitor and perform repetitive hand movements. Must be able to communicate verbally.

Interested candidates should submit a resume and cover letter to the following email: careers@artmuseumgr.org

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