

Operations Director

Job Description

JOB TITLE: Operations Director

REPORTS TO: Executive Director

OPENING DATE: April 22nd , 2022

HOURS: Full Time 40 hours a week (Must be available to work a Tuesday to Saturday schedule on a weekly basis)

POSITION DESCRIPTION:

Background

Folsom Historical Society (FHS) is looking for an individual who can support our organization as we ramp up into the next chapter of our organization. The museum currently operates two sites, Folsom History Museum and Pioneer Village, an active living history makerspace. We are in the process of adding a third site; a house that belonged to one of the earliest Chinese American families of Folsom. FHS is now engaging in the process of strategic planning with the end goal of developing and executing a plan that leverages all three sites and associated programming into a sustainable, thriving family of museums. We are looking for an individual who can help us upgrade the operations at all of our sites including creating an exceptional experience of our visitors; training and managing volunteers; and coordination the execution of programming and events at all our sites.

Responsibilities

The Operations Director will report to the Executive Director and work closely with the rest of the Folsom Historical Society team. Specific responsibilities include:

Leadership:

- Provide day-to-day leadership and management to the museum that focuses on the organization's mission and core values;
- Assist the Executive Director executing reporting metrics to measure the growth and impact of FHS initiatives;
- Provide leadership and direct involvement in creating positive, mutually supportive relationships with the Museum's endorsed vendors and business partners;
- Successfully implement other programs or special projects as assigned by the Executive Director.

Volunteer Management

- Trains volunteers in general and membership sales strategies;
- Works with programming staff and site managers to create and implement training programs for museum docents and volunteers;
- Supervises and develops volunteers;
- Manages volunteer's schedule and ensures appropriate coverage for museum.

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Customer Service

- Creates a welcoming, friendly, and professional museum environment and serves as an advocate and representative for the museum in the community by promoting its resources, programs, and services;
- Works with staff and volunteers to adapt and streamline the operation, organization, and duties of the visitor services department to meet the needs of the museum and its visitors;
- Understand and apply protocols concerning retail operations, admissions fees, membership sales, the museum's phone system, and the handling of cash.

Requirements:

- Bachelor's degree or equivalent
- 2 to 3 years of arts or equivalent professional experience as well as relevant business operations and strategic planning experience;
- Proven ability to select and manage staff and volunteers, assign tasks, schedule work, follow-up and evaluate. Must be able to grow and develop department teams;
- Clear understanding of the needs of diverse Museum audiences;
- Ability to work a flexible schedule, including evenings, weekends, holidays, and in critical situations as required, as well as the character to be punctual and reliable;
- Organizational and time management skills;
- Ability to work with sensitive material and maintain confidentiality. Detailed – oriented and organized;
- Proficiency in Word, Excel, Access, Power Point and other applicable software;
- Exceptional organizational skills to prioritize multiple activities and responsibilities;
- Ability to work independently to meet multiple project deadlines as well as collaboratively in a small office as a team player;
- Ability to follow through on oral and written instructions;
- Success working in partnership with a staff and volunteers of diverse personalities, education levels and talents;
- High level of energy, creativity, flexibility, and good humor.

Addition preferred skills and experience:

- Demonstrated understanding and interest in history or museum interpretation.
- Understanding and interest in non-profit management and museum operational models.
- Experience working with a donor database or customer relationship management (CRM) software.

To Apply

This is a full-time, non-exempt position with Saturday hours required and occasional evening hours as necessary. The starting salary \$42,000 to \$45,500. Benefits package includes two weeks' vacation, federal holidays, sick leave, and 401K plan. To apply, please email your resume and cover letter to Rita Mukherjee Hoffstadt, Executive Director at director@folsomhistoricalsociety.org. Please include "Application for Operations Director" in the subject line. No phone calls please. All applicants will be notified that their application has been received. Selected applicants will be contacted for telephone and/or in-person interviews.