Alaska Wildlife Conservation Center
Job Description

DIRECTOR OF OPERATIONS

Title: Director of Operations
Reports To: Executive Director
FLSA Status: Exempt
Location: Portage (Mile 79 of the Seward Highway) and Anchorage, Alaska

Supervises

- Director of Education
- Office Manager
- Accounting staff
- Admissions Manager
- Retail Manager

General Function

Under the direction of the Executive Director, the AWCC Director of Operations oversees accounting, human relations and other operational functions to support the financial strength and operating efficiency of the organization. The Director of Operations is principally responsible to the Executive Director to implement strategies adopted by the Board of Directors for retail, office, admissions and other front line responsibilities of the organization, as well as educational outreach both on site and in the larger regional community serve by AWCC.

Major Activities (Typical Duties/Responsibilities)

1. The Director of Operations serves as a principal member of the AWCC Leadership Team.
2. The Director of Operations guides the Director of Education in the development and implementation of diverse education programs for local and remote audiences, in accordance with AWCC’s strategic plan and wildlife conservation objectives.
3. The Director of Operations helps to establish STEM based educational programs suitable for students of all ages with the intended objective to provide a world-class educational experience of Alaska’s wildlife.
4. The Director of Operations oversees AWCC’s front line operations, including the gift shop, admissions and day-to-day accounting functions to support the Executive Director in ensuring successful operations for the organization. This includes:
   (a) The sales and marketing program.
   (b) The retail activity, including oversight of the gift shop and visitor activities.
   (c) The accounting functions, including authority to approve invoices and
prepare checks, accounts payable, accounts receivable, insurance, taxes, permitting, internal controls and similar administrative and organizational requirements.

(d) The human resources functions, including hiring practices, maintaining appropriate staffing levels, and keeping the employee relations manual and practices up to date. Ensure all employees have a job description and an annual performance review.

(e) Oversee and implement all necessary office and other administrative functions.

5. The Director of Operations assists the Executive Director in leading and motivating AWCC staff by building a strong and productive team environment.

6. The Director of Operations performs other duties as assigned by the Board of Directors, the Executive Director or required in the best interests of the organization.

Skills/Abilities

- Ability to plan, conceptualize, organize, motivate and direct others in a team environment in the achievement of the AWCC’s goals and objectives.
- Broad understanding of operating functions and the ability to apply that knowledge in a constructive manner to AWCC’s functions.
- Wide ranging skills in developing effective business relations with vendors and contractors
- Ability to develop business strategies, communicate their advantages and disadvantages, and direct their implementation to support the organization’s operation.
- Excellent understanding of business and project management principles and practices.
- Firm grip of the business objectives of the AWCC in support of the Executive Director.
- Strong communication skills, both written and oral, with an emphasis on the presentation of financial, operational or other material in a meaningful manner to the Board of Directors, staff and other audiences.
- General understanding of accounting, legal and risk management, particularly as these skills relate to the operation of non-profit 501(c)(3) organizations.

Qualifications and Experience

Substantial experience directing corporate operations and administration. Undergraduate or graduate degree in business administration or management, finance/accounting or project management; or any combination of education, training and experience that provides the required skills, knowledge and abilities to oversee the line functions and educational objectives of Alaska’s premiere non-profit wildlife center. Demonstrated ability to work effectively with diverse teams and multiple stakeholders.

EMPLOYEE SIGNATURE: _____________________________________________

EMPLOYEE PRINTED NAME: ___________________________

DATE: ____________