**Director of Operations**

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

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

**Work Schedule:**  M-F, some evenings  
And weekends  
**Travel Required:** Up to 10%

**Positions Supervised:** Comptroller, Assistant Facilities Manager, Museum Store Manager, Special Events Manager, Catering and Beverage Manager. In addition, On-site and Off-Site contractors including Security and IT.

**Position Summary:**
As part of the Grand Rapids Art Museum’s senior management team, the Director of Operations provides leadership, strategy, and direction in all operational aspects of the Museum. They oversee and provide day-to-day management of several key departments including Finance, Facilities, IT, Museum Store, Welcome Center, Special Events, and Catering and Beverage. Main contact for on-site and off-site contractors including Security and IT.

**Essential Job Functions:**
1. Provide leadership, strategy, and management in all operational aspects of the Museum
2. Analyze operational processes and performance, recommending, and implementing-solutions for improvement
3. Working with the Assistant Facilities Manager to manage and leverage the Museum building, it’s surrounding property, and anchor location as the civic and cultural hub of the Grand Rapids metropolitan area
4. Direct and maximize the Museum’s earned income generating activities, including Retail, Special Events/Facilities Rental, Beverage and Catering, and collaborate with other departments on other revenue-generating programs including Studio Programs, touring exhibitions, publications, and Membership
5. Working with off-site contractors, oversee IT systems and create a framework for continuous improvement of IT platforms and equipment
6. Manage, build and maintain relationships with all department heads, external partners, and vendors to make decisions regarding operational activity and strategic goals
7. Plan, monitor, and analyze day to day performance of the Museum to ensure efficient and timely completion of tasks
8. Lead ongoing, cross functional strategic meetings to help foster communication and collaboration towards long term planning
9. Monitor GRAM’s operations to ensure compliance with local, state, and federal laws
10. Work with Comptroller to ensure the accuracy and timeliness of GRAM’s financial reporting, budgeting, and audit.
11. Work with Director of Human Resources on plans of action, preparedness, and awareness for external events that may impact GRAM and staff.
12. Liaison for external events and emergency point of contact
13. 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.

- Bachelor’s Degree in Business Administration or related field supplemented with 5 years of experience in a nonprofit environment
- Strong project management, organizational and planning skills
- Superior knowledge of multiple operational functions including retail, facilities, facilities rental and other earned income activities
- Management experience in a museum or nonprofit organization is desirable
- Experience with budget and business plan development
- Familiar with complex building systems (LEED) and operations for museums preferred
- Knowledge of security operations
- Proven ability to develop innovative solutions
- Superior negotiation skills in external settings
- Outstanding communication skills, both written and verbal
- Experience working with external boards and committees
- 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.

GRAM has a strong commitment to Diversity, Equity and Inclusion