



Overview: The Garden of the Gods Visitor & Nature Center is seeking a Director of Operations to oversee the day-to-day management of the Visitor Center, ensuring that it operates efficiently and effectively. This role will work closely with the executive director, staff, and partners to provide exceptional customer service and a memorable experience to our visitors. Our strength is the efficiency with which we deliver superior guest services and financial support to the Garden of the Gods Park. The ultimate objective of the DOO is to provide leadership and direction to ensure the continued success of the Visitor Center by communicating, modeling, and demonstrating a commitment to the mission.

OUR MISSION: To provide public education and a continuous stream of revenue for the Garden of the Gods Park.

Summary of Responsibilities:

- The DOO is responsible for maintaining and growing the success of the Visitor & Nature Center throughout every function, from delivery of guest services to net income.
- Manage the overall day-to-day operations of the Visitor Center, including staffing, partner relationships, revenue partner oversight, and program development. Work closely with business partners to ensure their success.
- Collaborate with the Executive Director to work within the annual operating budget, including forecasting revenue and expenses. Submission of an annual operating and cash flow budget.
 - Fiscal management to maintain operations within the approved budget.
 - Monthly financial statement review to insure proactive management of the financial health of the Visitor Center.
 - Review partner payment documents, and audit periodically.
- Hire, train, supervise, and evaluate staff to ensure the Visitor Center's programs and services align with the organization's mission and strategic plan. Conduct all partner and staff orientations.
- Bi-Annual presentation to Garden of the Gods Foundation Board of Directors.
- Serves as spokesperson and chief advocate for the Visitor Center mission.
- Build and maintain relationships with all department managers, partners, vendors, volunteers, and City staff.
- Develop management schedule to meet business and outreach demands. Collaborate with management team to direct and endorse department progress and complete annual staff reviews.
- Understand and abide by industry laws and standards. (GAAP, Wage & Hour, FMLA etc.) Ensure the safety of the Visitor Center guest, and the maintenance and security of the property and facility.

- Safeguards the culture of the Visitor & Nature Center by hiring diverse, guest service centered team members.
- Follow, develop, and implement policies and procedures to ensure efficient and effective operations.
- Develop and maintain relationships with local tourism organizations, community partners, vendors, and revenue partners.
- Ensure compliance with all local, state, and federal regulations related to Visitor Center operations.

Requirements:

- Minimum education requirement of a bachelor's degree. Advanced degree preferred.
- Prior experience in a senior leadership role.
- Excellent planning, leadership, time management, organizational, and decision-making skills.
- Strong business management skills, with an emphasis on attention to detail. Proven ability to work cooperatively, diplomatically, and effectively with boards, volunteers, staff, partners, and diverse public constituencies.
- Evidence of success in developing, managing, and growing an annual operating budget. Excellent analytical skills to evaluate data and make operational decisions.
- Excellent communication skills, both verbal and written.
- Ability to work in a fast-paced environment and manage multiple competing priorities.
- Proficiency with Microsoft Office and other business software applications.

Job Status:

- Full- or Part-Time: This position is Full-Time in nature.
- FLSA Classification: This position is exempt according to the guidelines of the Fair Labor Standards Act and, as such, an individual in this position is not eligible to receive overtime pay.
- Work Schedule: Monday - Friday. The usual business hours are from 9:00 A.M. to 5:00 P.M. Labor Day through Memorial Day, and 9:00 A.M to 6:00 P.M. throughout the summer season, Memorial Day through Labor Day. However, due to the nature of Visitor Center programming, at times, weekend and evening events may occur which will need your support.
- Work Location: This position's primary work site is in Colorado Springs, CO. The nature and responsibilities of this position are such that it is not eligible for flexible work scheduling, such as 4-day work week or alternate start/end times, on a consistent or recurring basis, or alternative worksite arrangements, such as working from home or telecommuting.

Salary and benefits: Salary for this position will be commensurate with experience and qualifications with a targeted range between \$70,000 - \$80,000/annually. Includes competitive benefits package.

To Apply: Please send a cover letter, resume, and three references to Executive Director, Christina Haywood, at chaywood@gardenofgods.com. We will review applications on a rolling basis until the position is filled. Incomplete applications will not be considered.

Thank you for your interest in joining our team and helping us provide an exceptional visitor experience at the Garden of the Gods Visitor & Nature Center