



## ALASKA WILDLIFE CONSERVATION CENTER

**Title:** Director of Operations  
**Category:** Fulltime, Year-round  
**Reports To:** Executive Director  
**FLSA Status:** Non-Exempt

### Supervises

Projects and Facilities Manager, Retail Manager, Admissions Manager, Administrative Manager

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### General Function

Under the direction of the Executive Director, the Director of Operations is primarily responsible to implement strategies to improve front line operations including retail, admissions, food & beverage to support the financial strength and operating efficiency of the organization. The Director of Operations also oversees the maintenance department and the administrative manager. The Director of Operations assists with human resource functions, capital improvement planning, project management, and strategic planning.

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### Major Activities (Typical Duties/Responsibilities)

- The Director of Operations serves as a principal member of the AWCC Leadership Team.
- The Director of Operations oversees the AWCC's front line operations, including the retail, admissions to support the Executive Director in ensuring successful operations for the organization. This includes:
  - The retail activity, including oversight of the gift shop and visitor activities.
  - The admissions team, ensuring proper customer service and operation
  - Works with the Senior Advisor to oversee human resources functions, including hiring practices, maintaining appropriate staffing levels, assisting with payroll, keeping the Employee and Housing Manuals up to date. Ensure all employees have a job description and an annual performance review.
  - Work with the Administrative Manager to oversee and implement all necessary office and other administrative functions.
  - Projects and Facilities, ensuring the AWCC maintenance team is able to complete project tasks in a timely fashion with proper tools and equipment. Acts as a liaison between contractors and AWCC to help facilitate needs to accomplish project completion.
- The Director of Operations assists with oversight in AWCC's technical and digital programming, ensuring the Retail, Admissions and Accounting team members can operate efficiently and effectively.
- Assist the Executive Management team with cultivating a positive working environment for AWCC staff by building a strong and productive team environment.
- Assist with development and creation of an AWCC Food & Beverage Program, including eventual implementation and oversight of all pending permits, equipment needs, and inspection requirements.
- The Director of Operations manages employee housing operations and vehicle use policies.
- Manager on Duty Shifts: the AWCC operates with a general MOD and an animal care MOD to handle emergency situations. The Director of Operations will assist with general MOD coverage.
- The Director of Operations performs other duties as assigned by the Board of Directors, the Executive Director or required in the best interest of the organization.



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## 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.

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## PREFERRED QUALIFICATIONS (education, experience, skills)

- A bachelor's degree in business administration, nonprofit management, Human Resources or Food & Beverage management is preferred or any combination of education, training or experience that provides required skills.
- A minimum of 5 years of managerial experience.
- Demonstrated ability to work effectively with diverse teams and multiple stakeholders.
- A positive attitude and strong work ethic.

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## Job Benefits

- Compensation dependent on experience, starting range \$80k
- Annual bonus potential
- Medical, dental, and vision insurance. AWCC covers 100% of the employee premium
- 403-b retirement, matching 3% after 6 months of service
- Paid Time off benefits, two (2) weeks in first year of employment and increases with years of service
- 12 paid holidays including the employee's birthday
- 30 hours of annual sick leave
- 30% off in the Be Wild Gift Shop
- Opportunities for workforce development
- Participate in WOW tours, Bear Encounters, Moose Encounters when space is available

EMPLOYEE SIGNATURE: \_\_\_\_\_

EMPLOYEE PRINTED NAME: \_\_\_\_\_

DATE: \_\_\_\_\_