



**Job Title:** Vice President of Operations

**Reports To:** Executive Director

**Details:** Full-time, Exempt Position with benefits, hiring range \$54,000 - \$64,000

**Supervises:** Facilities, Visitor Services, and Finance

## **ABOUT THE MUSEUMS**

SciWorks was founded by the Junior League of Winston-Salem in 1964 as a 501(c)(3) corporation that promotes scientific literacy, lifelong learning and an appreciation of the sciences through innovative educational and recreational experiences. The Children's Museum of Winston-Salem was founded by the Junior League of Winston-Salem and opened its doors as a separate 501(c)(3) nonprofit on November 20, 2004. The Museum is the community's destination to play and learn by experiencing literature, storytelling and the arts. After a year of conversation, the two museums have announced they will merge effective July 1, 2016 and will begin looking at a possible new location. Currently, the two museums operate in separate buildings with a combined 95,000 square feet, 194,000 annual visitors and more than 2,000 members. With this announcement, there are many possibilities to deliver education to the community of Winston-Salem in an exciting way focusing on play and discovery, wonder and curiosity.

## **POSITION SUMMARY**

The Vice President of Operations is a key member of the Senior Leadership team and is responsible for managing the Museum's financial and business affairs, human resources, building operations and security, visitor experiences, and information systems, and to direct and maximize the financial contribution of the Museum's retail operations. The VP of Operations will guarantee the smooth operations of two Museum locations, the current SciWorks and Children's Museum of Winston-Salem sites and will need to spend time in both locations. The successful candidate will be a thought leader about organizational matters, overseeing and directing policies and procedures related to museum operations and leading efforts for process improvements and performance enhancement throughout the organization, a dedicated leader, familiar with the complexities of a multi-location cultural organization, a self-starter who can build consensus, work cross-functionally and affect change. The successful candidate will be curious, resourceful and responsive with the ability to change directions and make hard calls and adept at prioritizing and organizing.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

The VP of Operations will set high standards for integrity, professionalism, creativity and cooperation in the workplace with emphasis on the following:

- Provide leadership, strategy and direction, and take the lead in developing best practices in all phases of administrative, financial and operational aspects of the Museum; build upon the Museum's capacity to effectively serve, and engage with, its constituents.
- Analyze operations to evaluate performance of the museum and its staff in meeting objectives and to determine areas of potential cost reduction, program improvement, or policy change.
- Oversee all financial planning, new business planning, budget production, and budget controls needed to realize the museum's fiscal and business goals. Direct the strategic elements of the budget; Monitor the financial results and the budget during the course of the year and regularly report key metrics, including non-financial metrics such as attendance and enrollment, to staff and the Board. Provide business analysis support to the staff to help improve the effectiveness and efficiency of the Museum's business.
- Ensure that the computerized financial management system, chart of accounts, and internal control systems are properly designed and maintained and provide meaningful and timely information. Ensure that the key transaction systems (including program registration, fundraising and membership, store sales, museum admissions, and event ticketing) are efficiently and fully implemented, the department staff managing and utilizing these systems are proficient in their use, and that the data is regularly reconciled to the general ledger.
- Serve as the primary liaison with the external auditors. Coordinate the external audit and prepare all necessary reports and schedules as requested by the auditors. Coordinate the preparation of and review the 990 filing.
- Develop, coordinate, and execute policies and procedures affecting all areas of the Museum; recommend and implement systems to improve Museum operations and provide for successful integration of Museum-wide activities. Formulate policies to ensure best practices, non-profit integrity and ethics in accordance with legal statutes and current standards of the field.
- Work with department heads to establish museum-wide long-range goals and plans as well as departmental goals and plans in support of the larger plan; ensure that day-to-day functioning of the Museum meets and furthers short and long-range plans. Review and reconcile financial information received from all departments within the organization.

- Ensure that departments achieve annual goals
- Provide leadership and oversight to promote the highest standards for the museum's visitor experience, retail operations, information technology, office and facility management and human resources ensuring efficient and effective management of these key areas
- Negotiate all insurance contracts and act as primary point of contact for insurance broker. Assess and manage risks, monitor claims and ensure adequate coverage for all aspects of Museum operations.
- Review all employee benefits and manage the open enrollment process annually, monitoring all employee HR policies and ensuring the museum is in compliance with all applicable laws and regulations, reviewing all payroll processing and working with 3rd party payroll processor to ensure all required tax returns and reports are timely filed.
- Performs other duties as assigned by the Executive Directors.

**Qualifications:**

*Minimum Education/Experience:*

- Undergraduate degree in Museum Administration, Business Administration, Accounting or a related field required. MBA or CPA preferred.
- Minimum five years in senior level administration and/or financial management required, with three years in non-profit management capacity preferred;
- Significant team-building and supervisory experience in non-profit environment, preferably working within dynamic cultural organizations;
- Outstanding written and verbal communication skills; highest level presentation, negotiation, project management, and problem-solving skills required;
- Excellent planning, financial management, and organizational skills;
- Collaborative management style;
- Strong work ethic, and superior record of ethical service;

*Required Competencies:*

- Strongly support the mission, vision and strategic direction of the museums.
- Maintains confidentiality.
- Ability to work independently and in a team environment.
- Willingness to assume responsibility for the completion of a variety of tasks, large and small, to meet organizational goals
- Ability to work a flexible schedule including some nights and weekends.

*Essential Physical Functions:*

- On any given day, may be required to do one or more of the following: climbing, stooping, kneeling, crouching, crawling, reaching, lifting or sitting on the floor. Noise may fluctuate between quiet and moderately noisy.

Interested applicants should submit a cover letter and resume to [museumrecruiting@gmail.com](mailto:museumrecruiting@gmail.com). All applicants must submit to a drug test, criminal background, and reference check as part of the pre-employment process. Position open until filled.

The Children's Museum of Winston-Salem and SciWorks are an equal opportunity employer and do not discriminate in the hiring of personnel on the basis of race, creed, color, religion, national or ethnic origin, gender, age, Vietnam Era Veteran or disabled veteran, sexual orientation, marital status, disability or any other protected status as provided by law.