



Audubon Center of the North Woods

Experience Your Environment

Job Title: Operations Director

Reports to: Executive Director

Direct Reports: (6) Food Service Manager, Land & Buildings Manager, Marketing & Communications Coordinator, Finance Manager, Receptionist, I.T. Coordinator

Classification: Full-time, exempt, benefits-eligible

About the Audubon Center of the North Woods (ACNW):

The Audubon Center of the North Woods is a nonprofit residential environmental learning center located near Sandstone, MN. Our 780 acre campus of diverse natural beauty, along with dormitories, offices, dining hall and learning spaces provide an incredible learning environment for the more than 15,000 participants annually. ACNW's mission is to instill a connection and commitment to the environment in people of all communities through experiential learning.

Candidate Profile:

A strong candidate for the Operations Director position is a professional with a proven track record who will excel in managing staff, leading smoothly and efficiently run departments and operations overall, and possess a strong financial background. This candidate will understand the need to build healthy and strong relationships with direct reports, helping them to achieve their and the organization's goals. The candidate's excellent written and oral communication, critical thinking, collaborative ability and problem-solving skills reflect a strong management and business acumen. The Operations Director will demonstrate dedication to the mission, vision and values of ACNW through their actions and words with both staff and constituents.

Position Summary:

- Operations & Administrative (65%)
 - Supervise, manage, support and monitor
 - Food Service Manager
 - Buildings & Grounds Manager
 - Marketing & Communications Coordinator
 - Finance Manager
 - Front Desk/Receptionist
 - IT Coordinator
 - Oversee Food Service program
 - Schedules set
 - Menu planning
 - Quarterly Inventory

- Budget is met
 - Mission-aligned food purchases
 - Excellent customer service
- Oversee Facilities staff
 - Work with Land & Buildings Manager on org. projects & track progress
 - Oversee purchases and expenditures
 - Maintain Campus Improvements & Capital Needs lists
 - Serve on Buildings & Grounds Committee
- Oversee Marketing
 - Work with Marketing Coordinator on initiatives and ensure they are met and within budget through social media, print, video, online and other mediums
- Oversee Front Desk Receptionist
 - Program entries & registrations are up to date
 - CIVI entries from participants are done in a timely fashion
 - Excellent customer service
- Oversee Customer Relations Database (CRM)
 - Monitor and ensure database is up-to-date by appropriate admin. staff
 - Contributions and donor reports
 - Program participants
 - Retreats & conference and attending K12 schools
 - Facilitate implementation of upgrades and improvements
 - Pull lists for solicitations, development & marketing initiatives, and more
 - Ensure staff training where appropriate
- Maintain office record archives
 - Registration
 - Donations
 - Contracts
 - Document retention
 - Grants
- Grants
 - Implement grants
 - Track expenditures
 - Produce and submit grant reports
- Office and IT hardware and software
 - Oversee the use and purchase of office equipment, supplies, repairs, contracts
 - Oversee store cash register (POS) system
 - Oversee hardware and software purchases
 - Oversee and manage phone/fax/copier
 - Set up phone extensions and voice recordings
 - Facilitate troubleshooting and upgrades
- Volunteer program development and facilitation
 - Connect volunteers with appropriate staff & facilitate on-boarding

- Financial (15%)
 - Oversee and support day to day accounting and finance activities
 - Support and monitor development activities and contributions
 - Create solicitation mail lists and annual report acknowledgement lists
 - Provide support to Executive Director, Governing Board, Charter School Division and supervisors pertaining to finance and operations.
 - Oversee preparation of quarterly financial reports
 - Oversee cash flow, forecasts and analysis reports
 - Set and attend Finance Committee meeting
 - Planning & Budgeting
 - Assist in developing annual budgets
 - Prepare and monitor departmental budgets
 - Annual Audit – work with Finance Manager on external auditors, tax filings

- Insurance (5%)
 - Applications/Claims- Property/Liability/Auto, Directors & Officers, Workers Comp, Volunteer.
 - Process audits for Workers comp
 - Maintain Vehicle/Drivers Lists
 - Participate in calls with lenders/agents

- Human Resources (10%)
 - Employee Benefits
 - Set up annual renewal policies for medical, dental and IRA accounts
 - Oversee Finance Manager's staff registrations/changes/terminations of medical, dental, HSA & IRA accounts
 - Unemployment
 - Employee Handbook
 - Personnel Files
 - Place employment ads for open positions
 - New hire paperwork-
 - W-4's, Background checks, direct deposit, W9
 - Mediate staff conflicts within your departments
 - Work with Education Director to ensure effective communication practices and expectations for all staff

- Board (5%)
 - Meeting prep/packets
 - Directories
 - New member packets
 - Archives
 - Attend meetings

Requirements and Qualifications:

- Background & experience required
 - 5 years supervisory/staff management experience
 - 2 years accounting experience preferred but not mandatory
 - Non-profit experience preferred but not mandatory
 - Proficient in Quick Books, Microsoft Excel & Word, Internet communications
 - Experience working with CRM databases
 - Attention to detail, deadlines, time management, confidentiality
 - Aligns with ACNW's mission

Compensation:

- Annual Salary starting at \$42,000
- Health, Dental and Vision Insurance plans
- Simple IRA plan and employer 3% match
- 10 annual floating holidays
- 3 weeks annual PTO
- 50% off ACNW programs
- Staff discount in Gift Shop
- Professional development opportunities
- Opportunity to work in a beautiful setting

To Apply:

Send cover letter, resume and 3 references by September 16, 2019 to:

Bryan Wood, Executive Director

bwood@audubon-center.org

Audubon Center of the North Woods

PO Box 530, Sandstone, MN 55072