

O'Keefe Ranch & Interior Heritage Society

Job Description

Job Title: **Operations Director**
Primary Functions: HR / Volunteers / Maintenance / Communications
Reports to: Board of Directors

Summary

This Director is responsible for the overall management and operations of the O'Keefe Ranch & Interior Heritage Society's (The Ranch) buildings and grounds, with the primary focus on the human resources activities. This person establishes and executes the major operations goals and objectives for The Ranch and implements human resource policies established by the board of directors (The Board) including hiring processes, on-boarding and performance reviews of paid staff as well as volunteer recruitment, orientation and retention.

The Operations Director (OD) provides leadership, direction and guidance of The Ranch's staff and volunteer activities, particularly as they relate to buildings, grounds, and maintenance but also working in conjunction as part of the Leadership Team to assess and execute the human resource functions of the whole organization. The OD works to develop and maintain organizational structure and effective personnel support.

Working very closely with the Finance Director (FD), the OD has their own wheelhouse of responsibilities as well as shares some roles and responsibilities with the FD. The two positions will operate as one to report to the Board of Directors. This Director will also work as part of the Managerial Leadership Team and provide that group with guidance, support and resources to implement The Ranch strategies.

Experience working with Non-Profit organizations and Arts & Cultural Management an asset.

Responsibilities / Duties:

General (shared responsibility with Finance Director)

- Acts as a spokesperson for organization
- Executes board-approved policies and any other board directives
- Directs and oversees short and long term strategic plans
- Attends monthly board meetings and presents operations summaries
- Works with board in order to fulfill the organization's mission.
- Responsible for leading the O'Keefe Ranch in a manner that supports and guides the organization's mission as defined by the Board of Directors.
- Responsible for communicating effectively with the Board and providing, in a timely and accurate manner, all information necessary for the Board to function properly and to make informed decisions.

Human Resources

- Provides staff with a competent and effective managerial role
- Provides leadership to organizational personnel through effective objective setting, delegation, and communication
- Conducts staff weekly meetings to disseminate pertinent information and conduct weekly safety meetings
- Ensures that appropriate salary and wage structures are maintained and budgeted for and that all staff have signed contracts and all staff and volunteers have signed safety waivers
- Delegates authority and responsibility to managerial staff
- Coordinates and directs all employees and volunteers in conjunction with the leadership team, and in particular as it relates to buildings, grounds and maintenance
- Oversees the preparation of office procedure manuals, safety manuals, and other policy and procedure manuals outlining specific duties and area responsibilities and accessing training when necessary
- Develops, maintains and updates job descriptions; leads the performance review process for all staff
- Formulates and implements corrective action as needed

- Determines staff training and/or equipment needs of all employees, taking into account annual budget allocations
- Seeks out new volunteers and ensures the volunteer pool has a cross section of skills and age groups to maintain viability

Maintenance/Communications

- In conjunction with the maintenance team, works to ensure all buildings are maintained structurally, pests are removed, grounds are well kept and enjoyable to guests
- Develop maintenance procedures and ensure implementation
- Ensure inspections of facilities are performed to identify and resolve issues
- Oversees that communications with staff, volunteers, guests and media are consistent with The Ranch's policies and brand
- Oversees all repair and installation activities with the maintenance team
- Allocate workload and supervise upkeep staff (custodians, maintenance assistants, volunteers, etc.)
- Monitor equipment inventory and advise board when necessary
- Monitor expenses and control the budget for maintenance
- Manage relationships with contractors and service providers
- Ensure that maintenance logs are up to date and recorded
- Ensure health and safety policies are educated and complied with
- Animal care and enclosures maintenance
- Builds relationships with local farmers/organizations to develop animal share program
- Develops an annual strategy to maintain and in some cases improve all buildings on site and executes this strategy with maintenance staff