GREAT SMOKY MOUNTAINS INSTITUTE AT TREMONT
POSITION DESCRIPTION

POSITION TITLE: Director of Operations
Reports to: Chief Executive Officer
Job Status: Salary
Category: Exempt
Classification: Regular Full Time

PURPOSE OF POSITION

The Director Operations works closely with the CEO and senior leadership to foster growth and manage year-round planning, execution and quality control of program activities, logistics, organizational administration and communication at Great Smoky Mountains Institute at Tremont (GSMIT). The Director of Operations is responsible for the oversight of the facilities/maintenance, kitchen, volunteer program and works to increase the impact and sustainability of GSMIT.

KEY AREAS OF RESPONSIBILITY

The following duties are normal for this position and are noted in priority order. The omission of specific duties does not exclude them if the work is similar, related, or a logical assignment for this position. Other duties may be required and assigned by supervisor.

ORGANIZATION / STRATEGIC DIRECTION

- Communicate and demonstrate the organization's mission, goals, & culture while creating an inclusive, equitable environment
- Understand and periodically observe programs and operations to provide sound input and guidance to CEO on matters of program expansion and strategic growth
- Assist senior leadership in the development and management of the overall budget
- Review and implement sound organizational policies and procedures and ensure compliance with state/federal law and Park Service cooperative agreement
- Assist in guiding the organization through transition to the second campus and expanded organizational needs
- May assume the duties of CEO in his/her absence

PROGRAM

The Director of Operations will work with leadership and program staff to ensure program outcomes. This may be achieved through the following duties:

- Oversee and strengthen participant evaluation process and analyze data for improvement.
- Provide leadership to the volunteer coordinator team to strengthen volunteer relations, recruitment, training and management. Works with all areas of GSMIT to Identify and maintain a broad scope of volunteer activities
- Work with the finance department and program team to develop accurate program budgets. Evaluate program capacities and staffing levels for budgeting and personnel management
- Achieve and maintain fluency in the database and its applications (Altru / FE), assist organizational fluency and usage

FACILITIES, KITCHEN AND MAINTENANCE

- Oversee Risk Management protocols and training as it relates to all GSMIT programs, in coordination with Youth Programs Manager and Manager of Field Programs and Collegiate Studies
- Work with Facility and Maintenance staff to provide support and direction on prioritizing needs and allocating resources, coordinate with Park Service as necessary
- Supervise Chef/Manager of Food Service and help set the aspirational vision for food services as a key component of our program. Work with Kitchen staff and finance department to devise an effective cost-monitoring and budgeting process ($$ per person / per mean w/ est #s of meals by program and month)

ADDITIONAL RESPONSIBILITIES

- Operates a motor vehicle to transport program participants or to conduct other work activities.
- Represents GSMIT in professional settings, conferences, exhibits, etc.
- Maintain up-to-date training, minimum Wilderness First Responder
- Other duties as assigned by the supervisor.

MINIMUM QUALIFICATIONS

Experience and Education:

- Bachelor's degree with course work and or relevant field experience in science, or other related fields.
- Five years previous operations experience ideally involving environmental education program leadership, recreational camp leadership, mountain hiking, camping, and interpersonal relations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Demonstrated success managing a team of staff in day to day operations and long term strategic directives
- Experience creating, managing and implementing overall and program-specific budgets
- Proven attention to detail in regards to quality program delivery
- Experience using customer relations management databases and financial tracking software
- Current Wilderness First Aid and CPR certification required. Wilderness First Responder highly desired.

Performance Aptitudes:

ATTITUDE: Requires the ability to demonstrate tact, courtesy, enthusiasm, and a cooperative image along with a positive attitude.

COMMUNICATION SKILLS: Requires the ability to listen well, speak clearly and express thoughts effectively. Ability to practice kind, open and honest communication.

INITIATIVE: Requires the ability to influence events rather than just accept them. Strong work ethic.

LEADERSHIP SKILLS: Requires the ability to effectively create conditions that will motivate and guide individuals towards task accomplishments and a productive work environment.

PLANNING, ORGANIZATION, AND PROBLEM SOLVING: Requires the ability to establish and translate plans for the organization that are consistent with goals, objectives, and priorities.

SAFETY: Requires the ability to monitor and model safe work habits.

TEAMWORK: Requires the ability to communicate, support, and cooperate with others to achieve organizational goals.

Vehicle Utilization: Requires possession and maintenance of a valid Tennessee driver's license.

Physical Ability: Performs physical activity relating to programs/activities, which may include hiking in mountainous terrain, climbing steep trails, climbing rocks/boulders, participating in games/recreational activities, carrying backpacks, moving dining tables, and lifting/moving heavy materials. Must be able to hike while carrying a pack 10-15 miles in a day.

The Great Smoky Mountains Institute at Tremont is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Institute will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.