****

**Operations Manager**

**Zilker Botanical Garden Conservancy**

**Leadership Team**

**Full-time, salaried**

The Zilker Botanical Garden Conservancy works in partnership with the city of Austin to provide a zen escape from the busy city life. The Conservancy is a small nonprofit who aims to enhance the Garden.

The Zilker Botanical Garden Conservancy is seeking a highly adaptable, leadership member of the team with experience in customer service and operations with strong organizational and communication skills. The Operations Manager handles all day-to-day operations and staffing while reporting to the board of directors.

We are currently a small team and are looking to grow over the next few years so this is a great opportunity to learn about all facets of a non-profit arts organization.

**Roles & Responsibilities:**

* Administration: recruit, hire, train and manage gate staff and gift shop employees, create monthly staff schedule in accordance with budget while planning for peak visitation, problem solve and provide strong communication to the entire team, determine kpi’s and integrate them into daily operations, conduct and document employee evaluations, work with leadership team to establish a budget and to collect and consolidate information for quarterly and annual City of Austin Partnership reporting
* Visitor Services: oversee ticketing system in Doubleknot, process ticket exchanges, respond to customer inquiries via phone and email within 48 hours, lead the Visitor Associate Team, keeping in mind both the visitor and staff experiences
* Retail: oversee the growth and development of the Gift Shop, including management of the Gift Shop Coordinator and staff, serve on gift shop committee
* Event Support: assist Public Relations Coordinator and Development Director on events for the public and for members, oversee event ticketing in Doubleknot, work to develop revenue goals within this area and evaluate both facilities and staffing needs for growth and expansion
* Human Resources: provide vision and leadership to create HR policies and standard operating procedures with the Leadership Team

**Education & Experience**

* Bachelor’s degree in management, business, human resources, non-profit management or a related field with 2-3 years of applicable experience
* Excellent managerial and interpersonal skills and the ability to work well and collaborate effectively with a range of audiences including staff, volunteers, board members, donors, Garden members and the general public
* Experience with database management and operation management software (ZBGC uses Doubleknot for ticketing and donor database)
* Strong organizational skills including time/project management, scheduling, and the ability to delegate
* Skills in creative problem solving
* Flexible and adaptable to changing demands and priorities
* Knowledge of general business software and aptitude to learn new applications, proficiency in Microsoft Office
* A passion for the outdoors and gardening is a plus!

**Requirements:**

* Weekend and holiday availability a must
* 2+ years management experience
* Customer Service experience

**How to apply:** Send resume, cover letter and references to stephanieannhunter@gmail.com, with Operations Manager as the Subject Line. In your cover letter, please state why you are attracted to this position and how your strengths are aligned with the description and responsibilities of the position.