



101 EAST MARINE WAY

KODIAK, AK 99615

(907) 486-5920

KODIAKHISTORYMUSEUM.ORG

Job Description Operations Manager

The KHM Operations Manager manages several infrastructure elements for the museum and oversees all day-to-day staff activity in assigned areas. Responsibilities for oversight will be required in areas of finance, contracts, human resources, facilities, information technology, purchasing, and risk management, and requires precise attention to detail, strong communication and analytical skills, as well as the ability to manage multiple projects simultaneously and to work collaboratively and diplomatically. The Operations Manager is a critical member of the administration team focused on delivering an inclusive, accessible, high-quality visitor experience. This is a key role in the daily operations of the Museum – ensuring a smooth admissions process, overseeing daily operation of the Museum’s point-of-sale system, providing visitors with exceptional customer service during their visit to the Museum, and supporting the floor staff and visitors to ensure that the Museum delivers extraordinary learning experiences for visitors. This work is critical to fulfilling the mission of the Kodiak Historical Society & Kodiak History Museum: to preserve and share Kodiak’s history.

Works under the guidance of and reports to the Executive Director.

Duties and Responsibilities:

- Facilities & Operations:
 - Manages all Museum operations-related activities to ensure strategic objectives and budgeting requirements are met, including developing and assessment of timeline-based objectives.
 - Develops and maintains operational procedures and systems, including paper and digital files and the technology required to support them.
 - Manages all business and office operations (i.e., answering phones, accounts management, purchase orders, budgets)
 - Manages all Museum Store operations and management (e.g., daily sales, inventory, merchandising, daily deposits, monthly bookkeeping reports, point of sale system, credit card machine)
 - Manages and schedules space use rentals, field trips, and workshops outside of the Curatorial Department.
- Communication & Membership
 - Organizes and executes museum communications such as website development, marketing, newsletters, mailed correspondence, and social media.
 - Creates opportunities, such as marketing and membership events, to increase visitor numbers to the Museum, especially paid visitors, and coordinates and participates in the Museum’s efforts to market its activities more widely.
 - Responsible for maintaining the Museum’s membership and donor database, recording and acknowledging all contributions including monetary, pledged, in-kind, and service gifts.
 - Supports and partners with the Executive Director in meeting earned and charitable income goals.
- Other duties as assigned

Supervisory Responsibilities:

- Supervise and train KHM Museum Assistants
- Create monthly gallery work schedule based on what's happening at KHM
- Train staff in all operations: opening, closing, security, annual requirements, general operations

Necessary Knowledge and Skills:

- Strong interpersonal, organizational, writing, proofreading, and analytical skills, with meticulous attention to detail.
- Strong written and verbal communication skills.
- Ability to accurately track and manage multiple projects simultaneously
- The capability of near error-free accounting and outstanding attention to detail.
- Ability to think about problems and be creative in thinking about solutions as well as resolute in their implementation
- Preference for considerable knowledge of professional museum principles and practices.
- Preference for experience in grant research.
- Ability to interact effectively with all age levels and cultural backgrounds; bilingual skills are a plus.
- Excellent customer service skills and ability to work with museum staff, partners at other institutions, patrons, tour groups, educators, and students.
- Ability to work independently and as part of a team.
- Proficiency with Microsoft Office Suite and Adobe Acrobat.
- Ability to exercise discretion, confidentiality, and independent judgment.

Qualifications:

- Preference for BA in Museum Administration, Anthropology, History, Communications, Fine Arts, Graphic Design, or related field.
- Preference for minimum of two years' experience working in administration, management, and business operations.
- Preference for minimum of two years working with social media, communications, and marketing.
- Must be familiar with best practices in the various operations-based activities in nonprofits and/or museums and proactively keep up with innovations.
- Impeccable record-keeping.
- Must have or obtain a US driver's license

Compensation and Benefits

This is a full-time position paid \$62,000-\$72,000 annually, depending on experience, with comprehensive benefits and the annual cost of living increases. Following successful completion of a 3-month probationary period: comprehensive health package, combined leave accrual at 10 hours per month for the first two years (15 days per year), 10 paid holidays per year, tuition, and travel support for professional development as the budget allows. Following two years of employment: Society contributes to the employee's SEP IRA retirement savings plan in an amount equal to 3% of annual salary, combined leave accrual at 16 hours per month (24 days per year).

Interested applicants should submit a resume and letter of interest via email to Sarah Harrington, Executive Director at director@kodiakhistorymuseum.org, or by mail to:

Kodiak History Museum
Attn. Sarah Harrington
101 E Marine Way
Kodiak AK 99615

This position will remain open until filled.