



Director of Business Operations Job Description

Category: Full Time

FLSA Status: Exempt

Pay Type: Salary

Pay Range: \$55,000 – \$65,000/year plus Benefits

Schedule: Regular business hours plus some evenings and weekends

Direct Supervisor: Executive Director

Description:

The Business Operations Director is a critical member of the Castle in the Clouds senior management team. They provide strategic guidance and leadership to the Castle's revenue generating lines of business, ensuring effective day-to-day operations to maximize profitability and ensure a high-quality visitor experience. The Business Operations Director also ensures effective financial record-keeping and reporting and advises the Executive Director and board on long-term planning and strategies to expand earned revenue opportunities at Castle in the Clouds. They also provide basic Human Resources administrative support for the organization.

Qualifications:

Ideal candidate will bring energy, vision, resourcefulness and experience to this position. The ability to multi-task and make decisions in a fast-paced environment is key, along with a willingness to work side by side with the team to ensure successful completion of all tasks. Excellent communication, decision-making, and leadership skills are required. Experience overseeing revenue generating operations is required, with experience in a museum or historic house setting a plus. Basic understanding of business management principles, budget development, and human resources management is expected. A Bachelor's Degree or a minimum of 5 years work experience is required for this role.

Essential Duties and Responsibilities include but are not limited to:

- Direct supervision of Full-Time, Part-Time, Seasonal, and Volunteer team members in Food Services, Weddings & Events, and Finance Administration, including hiring, training, evaluation, coaching, and discipline
- Analyze, evaluate, and recommend data-based adjustments to revenue generating operations
- In conjunction with the Executive Director and department heads, develop annual operating budgets, and then manage the departments to meet or exceed approved budget performance
- Work closely with the Executive Director, and members of the board of directors to develop plans for new or expanded lines of earned revenue in support of the organizations overall strategic plan
- Produce reports as need for the Executive Director and board of directors regarding financial performance
- Ensure payroll is processed on a bi-weekly basis
- Act as first point of contact for vendors related to benefits management (401k, employee insurance, etc.)
- Support the bookkeeper during the annual budget creation and audit processes, working closely with the Castle's chose auditing firm to finalize audited financial reports and tax returns.
- Ensure consistent delivery of Castle Concierge level visitor service to all constituents
- Participate as an active member of the senior management team to facilitate interdepartmental communication
- Other duties as assigned by the Executive Director

To Apply:

Interested applicants should submit a resume and cover letter via email or standard mail to:

cclark@castleinthecLOUDS.org

or

Attn: Charles Clark

PO Box 687

Moultonborough, NH 03254