

CONSERVANCY

FOR CUYAHOGA VALLEY NATIONAL PARK

1403 West Hines Hill Rd., Peninsula, Ohio 44264 | 330-657-2909 | www.conservancyforcvnp.org

Position Announcement **Senior Operations Manager**

January 31, 2022

Who we are:

The Conservancy for Cuyahoga Valley National Park is the official friends group and philanthropic partner for Cuyahoga Valley National Park (CVNP). With a mission to enrich people's lives and enhance our region by inspiring use, preservation and support of Cuyahoga Valley National Park, the Conservancy offers cultural and educational programming, co-manages the park's volunteer program, provides venues for weddings, meetings and special events, and operates park retail spaces.

We are committed to equity and justice in our organizational practices. We embrace diversity and practice inclusion internally and externally, assuring that all people are welcome in the park, in employment, in volunteerism and in Conservancy programs. We strive to provide a welcoming, collaborative, fun, and meaningful work environment and are committed to the health and well-being of our employees.

The opportunity:

Elevate your career as Senior Operations Manager for the Conservancy for Cuyahoga Valley National Park's award-winning event venues. If you are a highly collaborative and process-oriented leader, the Conservancy is looking for you to join a team of people who are passionate about caring for our customers, our National Park, and our planet. You will oversee all aspects of operations at Happy Days Lodge, Hines Hill Campus, and Stanford House, all located in the heart of Cuyahoga Valley National Park. Come work for a dynamic organization who gives you a platform to do amazing things – we'd love to meet you!

Position Description, Essential Duties (other duties as assigned):

What you'll do:

- Lead a team of talented and passionate Event Operations Managers and Event Hosts to ensure excellent on-site customer service to Happy Days Lodge, Hines Hill Campus, and Stanford House booked clients and guests.
- Implement Conservancy policy, procedures, and initiatives. Evaluate and enhance current operational systems. Monitor performance against operational goals and develop reporting and auditing processes used to analyze operational effectiveness.
- Provide input to strategic decisions that affect the Conservancy's business units and earned income functions.
- Serve as primary point of contact for booked clients. Respond to inquiries from booked clients and client parties via phone and email. Set meetings with clients as requested to coordinate event details (timelines, floorplans, vendor list, and event-specific requests).
- Employee must be able to satisfactorily perform the essential duties/functions as outlined in the position's job description.

Minimum Qualifications:

What we're looking for:

- Bachelor's degree in Business Administration or a related field and 3+ years of managerial experience required

- The ideal candidate is someone with experience in process implementation/improvement and can be fluid in their role based on the feedback they receive. Additionally, we are looking for a self-starter that thrives in environments where they can provide thoughtful and strategic solutions to problems as they arise.
- Ability to effectively present information to customers, staff and upper management.
- Ability to respond to common inquiries from customers, staff, visitors and other members of the community.
- Knowledge of various computer software and hardware. Must be familiar with scheduling software as well as word processing, Excel, e-mail, and Internet software.
- Ability to write clearly and coherently in correspondence and to effectively communicate verbally over the telephone and in person in the English language.
- Ability to work in a team environment as well as operate independently.
- Ability to collect and manage data and to read, analyze, and interpret policies and procedures.
- As Senior Operations Manager, you will be sitting occasionally; using a keyboard frequently; and standing, walking, reaching, hearing, and talking very often. Required to frequently lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually quiet to noisy.
- Reliable transportation is required. Must have a valid driver's license, evidence of insurability, and must be able to frequently travel throughout the park.
- All employees of the Conservancy for Cuyahoga Valley National Park are required to submit to a background check and/or fingerprint check prior to employment. Background checks may be subject to repeat every five (5) years. Employees of who will be working around children must be fingerprinted for criminal record check for the state of Ohio and/or an FBI, and fingerprint checks are repeated every five (5) years.
- Every Conservancy employee must understand and value racial equity as an organizational operating principle and be committed to continued learning on issues related to race, equity, diversity, and inclusion.

Status/Pay/Benefits: Full-Time, non-exempt, \$50,000 - \$59,000 annual salary. Excellent benefits package including medical, dental and vision coverage, a fully vested 403(b) retirement plan, and generous leave time.

To Apply: Send cover letter and resume to apply@forcvnp.org, with the subject line reading Senior Operations Manager. This is an immediate opening and posting closes when position is filled.

The Conservancy provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, military obligations, or veteran status.