



Operations Director

Job Description

REPORTS TO

Executive Director

POSITION TYPE

Full-time

LOCATION

Winsted, Connecticut

SCHEDULE

30-35 hours per week

SUPERVISES

Administrative staff, vendors, contractors and volunteers, as assigned

CLASSIFICATION

Salary, exempt

Position Summary

The Operations Director leads the day-to-day operational and administrative functions of the American Mural Project, helping ensure that the organization, building and internal systems run safely, efficiently and reliably. This is a hands-on leadership position for an experienced operations professional who is equally comfortable negotiating a contract, reviewing insurance coverage, supporting financial planning and completing routine administrative work. The Operations Director partners closely with the Executive Director and staff to strengthen infrastructure, manage risk and translate organizational priorities into practical systems and consistent follow-through.

Essential Duties and Responsibilities

Organizational Operations and Administration

- Oversee daily organizational operations and establish practical systems, procedures and schedules that support efficient, consistent work across AMP.
- Serve as the central point of coordination for operational requests, deadlines and follow-up, escalating significant risks or decisions to the Executive Director.
- Develop, maintain and improve administrative procedures, shared records, forms, calendars, contact lists and document-retention practices.
- Provide direct administrative support as needed, including receiving and distributing mail, maintaining office supplies, organizing files, coordinating meetings and responding to routine inquiries.
- Identify workflow gaps and recommend solutions that improve communication, accountability, service and organizational continuity.

Building, Facilities and Safety

- Manage the effective operation, care and readiness of AMP's building, grounds, equipment, security and related infrastructure.
- Coordinate preventive maintenance, inspections, repairs, cleaning, utilities, access, emergency preparedness and vendor services.
- Maintain required permits, inspection records, service agreements, safety documentation and facility-related compliance records.

- Monitor building conditions and operational risks; respond promptly to urgent issues and develop plans for longer-term facility needs.
- Coordinate building use and operational logistics for programs, events, rentals, visitors and staff while supporting a safe and welcoming environment.

Contracts, Insurance and Risk Management

- Coordinate the review, negotiation, execution, renewal and organization of vendor, service, rental and other operational contracts within delegated authority.
- Maintain a centralized contract calendar and ensure that renewal dates, certificates, deliverables and notice requirements are tracked and addressed.
- Manage insurance documentation and renewals in collaboration with brokers and leadership, including property, liability, workers' compensation and other organizational coverage.
- Secure and maintain certificates of insurance, waivers, incident records and related documentation from vendors, contractors and program partners, as applicable.
- Evaluate operational risks and recommend appropriate controls, coverage changes, policies or corrective actions.

Financial and Strategic Support

- Develop, monitor and manage operating and facilities budgets in partnership with the Executive Director and finance team.
- Review invoices, purchasing requests, vendor costs and operational expenditures for accuracy, authorization and budget alignment.
- Provide reliable operational information, cost estimates and analysis to support budgeting, cash planning and organizational decision-making.
- Assist leadership with strategic planning, annual priorities, capital needs and implementation plans, translating goals into timelines, responsibilities and measurable actions.
- Identify opportunities to improve efficiency, reduce unnecessary costs and strengthen the long-term sustainability of AMP's operations.

Vendor, Staff and Cross-Functional Coordination

- Select, supervise and evaluate vendors, contractors, administrative staff and volunteers assigned to operational functions.
- Establish clear scopes of work, service expectations, deadlines and accountability for external providers.
- Collaborate with education, visitor services, development, marketing, finance and leadership to anticipate and meet operational needs.
- Provide regular updates to the Executive Director regarding facilities, contracts, budgets, risks, projects and unresolved issues.
- Support a respectful, responsive and solutions-oriented workplace in which routine tasks and high-level priorities receive appropriate attention.

Qualifications

Education and Experience

- Bachelor's degree in business administration, operations management, nonprofit management, facilities management, finance or a related field preferred; equivalent relevant experience will be considered.
- At least five years of progressively responsible experience in operations, administration, facilities or organizational management, including experience with contracts, vendors and budgets.

- Demonstrated experience managing building operations, insurance documentation, compliance records and organizational systems.
- Prior experience supervising employees, vendors, contractors or volunteers.
- Experience in a nonprofit, cultural institution, museum, public-facing venue or similarly complex environment preferred.

Knowledge, Skills and Abilities

- Strong working knowledge of operations, facilities administration, contract management, insurance documentation, budgeting and risk management.
- Demonstrated ability to negotiate effectively, exercise sound judgment and protect organizational interests while maintaining productive relationships.
- Excellent organization, project management, problem-solving and written and verbal communication skills.
- Ability to prioritize strategically while remaining willing and able to complete routine administrative and hands-on operational tasks.
- High degree of discretion, reliability, follow-through and attention to detail.
- Ability to manage multiple priorities, respond calmly to urgent issues and work collaboratively across departments.
- Proficiency with standard office and cloud-based tools, including word processing, spreadsheets, email, shared drives, calendars and databases.

Working Conditions and Schedule

- This is primarily an onsite position because direct oversight of the building, vendors, mail and daily operations is an essential function of the role.
- The position may require occasional evening or weekend availability for events, emergencies, inspections or other operational needs.
- The role requires the ability to move throughout the facility and occasionally lift or move routine office or event materials, with reasonable accommodation as required by law.
- The duties listed describe the general nature and level of work and are not intended to be an exhaustive list. Responsibilities may change based on organizational priorities.

Equal Opportunity

The American Mural Project is committed to providing equal employment opportunities and maintaining a workplace free from unlawful discrimination and harassment. Employment decisions are made based on organizational needs, job requirements and individual qualifications.