

Deputy Director of Operations, Full-Time | *Southern Vermont Arts Center, Manchester, VT*

About Us

At Southern Vermont Arts Center we draw on Vermont's spectacular landscape and vibrant artistic heritage to inspire lifelong relationships with the arts for all. We believe art has the power to inspire, challenge, and connect people. We're a community-centered art museum dedicated to creating meaningful experiences for every visitor who walks through our doors — we're looking for someone who shares that passion. SVAC has grown quickly in recent years, including the opening of a new building and increased admissions and membership, and we're looking for an experienced operations leader to help us run smoothly as we continue to grow.

The Role

As Deputy Director of Operations, you'll serve as the Executive Director's right hand and the internal engine that keeps SVAC running day to day. You'll lead our facilities and gallery associate teams, own our human resources function, serve as the organization's go-to person for IT and vendor relationships, and act as a key liaison to our restaurant partner and to the Buildings & Grounds Committee of the Board. You'll also step into a pivotal role managing our next construction project, working directly with our general contractor and owner's representative. This is a highly visible, high-trust role for someone who is equal parts organized, people-focused, and unflappable — someone who genuinely enjoys making complex operations successful.

What You'll Do

Operations & staff leadership

- Serve as a key member of the senior leadership team, partnering closely with the Executive Director on organizational operations and planning
- Directly supervise the Facilities team (2 full-time Facilities Leads, 1–2 part-time staff, and contract housekeeping), overseeing maintenance, safety, and upkeep of SVAC's buildings and 100 acres.
- Directly supervise the Gallery & Sales Manager, who in turn oversees the team of part-time Gallery Associates and manages visitor services, admissions, the museum shop, and an annual craft fair.
- Recruit, train, schedule, and mentor direct reports, and foster a collaborative, solutions-oriented team culture
- Manage budgets related to facilities, operations, and staffing within these areas

Human resources

- Own SVAC's human resources function, including onboarding, benefits administration, personnel records, and policy compliance
- Process payroll through Gusto
- Serve as a point of contact for staff on HR matters, and help ensure a positive, well-supported employee experience across the organization
- Maintain and update employee handbooks, policies, and procedures as needed

IT & vendor management

- Serve as the staff lead on IT matters, managing SVAC's contracted IT service provider and troubleshooting day-to-day technology needs
- Coordinate technology needs across departments, including Point of Sale and CRM systems

Facilities, construction & board committee liaison

- Serve as staff liaison to the Buildings & Grounds Committee of the Board, preparing updates, gathering quotes for maintenance projects, and working with the committee to plan for and prioritize building needs.
- Act as staff liaison to SVAC's restaurant partner, ensuring smooth day-to-day coordination between curATE and the Arts Center and to jointly manage event rentals across the campus.
- Serve as SVAC's staff lead on upcoming construction projects, liaising directly with the general contractor and owner's representative to keep projects on schedule, on budget, and aligned with institutional needs

- Work with collections staff to maintain gallery and facility conditions for artwork safety and visitor wellbeing

Visitor services support

- Manage the Gallery & Sales Manager with a focus on visitor experience standards, admissions operations, museum shop performance, and on-site revenue generation.

What We're Looking For

- 5+ years of experience in operations management, ideally within a nonprofit, museum, or cultural institution
- Previous supervisory experience leading multiple teams or departments desired
- Experience with human resources functions (benefits, onboarding, policy administration) desired
- Comfort serving as liaison across a wide range of stakeholders — board members, contractors, vendors, staff
- Experience with leading construction or capital project coordination is a strong plus
- Exceptional organizational, budgeting, and problem-solving skills
- Excellent communication skills — with staff, contractors, board members, and senior leadership alike
- Calm and composed under pressure, with a solutions-focused mindset
- Strong work ethic and personal commitment to helping the organization succeed
- Bachelor's degree

What We Offer

- A senior leadership role at the heart of a vibrant, growing cultural institution
- A high degree of trust, autonomy, and influence over how SVAC operates day to day
- Staff access to exhibitions, events, and professional development opportunities
- A beautiful, inspiring place to work every day
- A collaborative, mission-driven team environment
- Comprehensive benefits package including health, dental, and vision insurance
- Salary range: \$80,000 – \$95,000, commensurate with experience

Southern Vermont Arts Center is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

To Apply: Send your resume, and a cover letter letting us know why you would be a great fit for this position to Amelia Wiggins, Executive Director, at awiggins@svac.org.