**Santa Fe Botanical Garden**

**Job Description**

**Job Title:** Director of Operations  
**FLSA Classification:** Exempt

**Pay Rate:** $55,000-80,000  
**Part Time:** ✓

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**Supervision Received:** Position reports to the Executive Director (ED)

**Supervision Exercised:** Supervises all staff in the Garden’s Operations Department, including IT, Facilities, Risk Management/Public Safety, Guest Services, Database Management, HR, and relevant volunteers.

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**Job Summary:**

In partnership with the Executive Director and other appropriate senior staff, provides leadership to ensure the efficient and cost-effective operation of the Garden. The Director of Operations oversees the daily operations for visitation, events, and guest amenities. The Director of Operations effectively manages all operational functions of the Garden, including Information Technology, Facilities (including Garden Rentals), Risk Management/Public Safety, Guest Services (including the Garden Shop), Database Management, and Human Resources.

**Essential Responsibilities:**

Include but are not limited to:

- Provide leadership for all units within the Operations Department to ensure the highest level of service indicative of a nationally recognized botanical garden.
- Supports the staffing needs for the operation of the Garden, including the hiring, training, supervising, and performance assessment of a diverse and inclusive departmental staff.
- Supports Garden Directors/Managers in the recruitment and development of a diverse and inclusive staff within their departments.
- In partnership with the ED, create the annual budget for the daily operations of the Garden and implements the approved departmental budget.
- Create database reports as needed in support of other Garden departments.
- Oversee the training of all staff in the use of Garden databases.
- Facilitates and supports the design and implementation of policies and procedures related to the operations and facilities of the Garden.
- Manages office operations and procedures, designing filing systems and long-term recordkeeping (including equipment inventory, HR records, company policies and procedures, etc.) ensuring that all documents are kept up to date, and available to the staff and Board as needed.
- Ensures that the organization’s technology systems are fully functional and supportive of the daily operations of the Garden. Investigates new options in systems support and equipment as the needs arise.
- Reviews contracts and invoices for services and repairs with units of the department and submits to Director of Finance.
Participates in the creation of emergency preparedness plans. Monitors security systems and handles emergencies properly.

Manages snow removal procedures, informs weather-related closure decisions, and oversees vendor contracts.

Oversees and coordinates all construction projects within the Garden in partnership with appropriate staff from other departments.

Collaborates on planning logistics with other departments for free Community Days and other special events in the Garden.

Represents the Operations Department during the planning and execution of Garden-wide events and exhibitions to maintain the highest possible guest experience and achieve revenue goals.

Partners with other departments to further the fundraising and community engagement goals of the Garden.

Serves as the point of contact for guest and rental client issues.

Provides oversight for all public safety efforts in the Garden.

Promotes and implements best practices for a visitor centric public botanical garden.

Oversees the legal needs of the organization, seeking external legal advice as needed to ensure the organization is properly and legally represented in all transactions.

Responsible for planning, directing, and coordinating the administrative functions of organization, to include assisting departments in the hiring and firing staff, HR records management, and adherence to policies and procedures by staff.

Update and enhance knowledge through continuing education for professional growth (i.e., attending relevant conferences, seminars, and certification programs).

Represent the Garden in the Santa Fe community in a variety of settings.

Serve as a staff resource to the Board, and attend Board and committee meetings as directed by the ED.

Additional Responsibilities:

• Other duties as assigned by the Executive Director.

Competencies:

• Excellent written and verbal communication skills.
• Excellent interpersonal, negotiation, and conflict-resolution skills.
• Proactive and responsive, ensuring anticipation of Departmental needs to benefit Garden operations.
• Well-organized, detail-oriented, possessing an intuitive understanding of guest interactions and expectations, pedestrian traffic flow, and event and program logistics.
• Able to work independently as well as in a team environment.
• Ability to adhere to the highest standards of confidentiality and best practices for HR professionals.
• Commitment to the mission of the SFBG and its core values, particularly honesty and integrity.
• Be a positive and motivating presence while embracing change and challenge.

Education Requirement

• BA/BS degree in business, management, hospitality, biology, horticulture or related field, or an equivalent combination of education and relevant experience.
• Advanced degree preferred.
Experience Requirement

- Minimum of 5-7 years of non-profit experience with demonstrated success in managing staff in a diverse, visitor-based environment.
- An understanding of HR policies and procedures.
- Experience overseeing multiple departments.
- Able to work as part of a team, and interact well, calmly, and cheerfully with visitors, customers, volunteers, and staff.

Knowledge, Skills, and Abilities:

Required:

- Technical proficiency with computers, databases, and Microsoft software programs (including Microsoft Outlook, Teams, Excel, Word, and PowerPoint).

Preferred:

- Working knowledge of Altru database.
- Knowledge of horticulture, botany, and/or botanical gardens.
- Supervisory experience.

Special Requirements:

- Valid New Mexico Driver’s license.
- May be required to work weekend or evening hours or on holidays.

Physical Requirements:

- Must be able to work varying hours, including evenings and weekends, and occasionally holidays.
- Must be able to walk on uneven ground and go up and down stairs.
- Must be able to lift and haul materials up to 50 lbs.
- Must be able to assist with the setting up of and take down of Garden events.

Working Environment:

- Work is performed in an office environment as well as outside in the Garden.

Equal Employment Opportunity:

The Garden is committed to Equal Employment Opportunity. It is our policy to encourage and support equal employment opportunity for all associates and applicants without regard to gender, age, race, color, creed, religion, national origin, ancestry, citizenship, sexual preference or orientation, gender identity, spousal affiliation, marital status, military/veteran status, handicap or disability or membership in any other protected group.

Americans With Disabilities Act:
Applicants as well as employees who are, or become, disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

**Job Responsibilities:**

The above statements reflect the general duties and responsibilities considered necessary to perform the essential functions of the job. This document should not be considered a fully detailed description of all the work requirements of the position. The Garden may change the specific job duties with or without prior notice based on the needs of the organization.

**To Apply:**

Please send your resume and cover letter as attachments via email to hr@santafebotanicalgarden.org and include “Director of Operations” in the email subject line. Applications will be reviewed beginning December 4th until the position is filled.

The Santa Fe Botanical Garden celebrates, cultivates and conserves the rich botanical heritage and biodiversity of our region. In partnership with nature, we demonstrate our commitment through education, science, conservation, community service, presentation of the arts, and the sustainable management of our public garden. For more information, visit us online at santafebotanicalgarden.org.