



POSITION: Senior Director of Operations

ORGANIZATION: CuriOdyssey

LOCATION: San Mateo, California

WEBSITE: www.curiodyssey.org

ORGANIZATION: CuriOdyssey is a mission-driven, dynamic, family-centric science center and zoo located in Coyote Point Park. Their mission is to **inspire a love for science and curiosity about the world**. They have recently completed a strategic reinvention, focusing on a hands-on experiences in concert with the natural world. They have a strong commitment to **making science education fully inclusive**, which is integrated into their strategic planning, governance, and daily operations. **A core part of this commitment is ensuring access for all, regardless of economic means**. They provide free and low-cost entrance through programs like **Museums for All, Military and Teacher discounts and summer camp scholarships**. They also create an inclusive and welcoming environment through initiatives like **Sensory Sundays** and by designing their new facilities, such as the WHOOOSH! playground, to be universally accessible.

Their team includes a dedicated Board of Directors, an energetic staff of 45, and over 70 volunteers. They welcome over 180,000 visitors annually and currently have an annual operating budget of approximately \$6 million.

REPORTING RELATIONSHIP: The Senior Director of Operations reports directly to the President & CEO.

POSITION SUMMARY: CuriOdyssey is seeking a Senior Director of Operations who is excited to inherit a mission-driven, dynamic, family-centric science center and zoo recognized in the community as a leader in early science education.

The ideal candidate will be a highly collaborative thinker with experience in similar nonprofit entities, such as zoos, museums, educational organizations, and science centers. Prior experience as a

Director of Operations is required. Previous human resources experience is a plus.

The Senior Director of Operations oversees these internal functions:

Breadth of Responsibilities: The role encompasses key operational areas, including People, Places, Partners (People includes Volunteer and Visitor Engagement, Places includes facilities and safety, and Partners includes IT, HR and Finance).

- **Key responsibility - people leadership:** The emphasis on team development and cross-functional collaboration and is tasked with driving organizational culture and effectiveness.

Strategic Focus: The role entails strategic planning, cross-departmental collaboration, and organizational leadership.

Alignment with Mission: The role integrates equity, diversity, and inclusion, aligning with CuriOdyssey's stated values and current priorities.

- Manage and develop a staff team (Director of Visitor Engagement, Senior Manager of Volunteer Engagement and Managers of Finance/IT/HR) across the following departments:
 - **Operations:** Facilities, Safety and Visitor and Volunteer Engagement. Visitor Engagement oversees Retail and Facility Rental with revenue accountability.

SCOPE AND RESPONSIBILITIES:

Key responsibilities for the Senior Director of Operations include:

Leadership & Organization Management

- Focus on strategic oversight and delegation of operational details in safety, compliance, IT and legal matters.
- Manage organizational, administrative and operational functions.
- Lead efforts to create a workplace that promotes diversity, equity, and inclusion (DEI) and ensure DEI remains a priority.
- Collaborate with the President & CEO in setting and driving organizational vision, operations strategy, and long-term plans for growth and evolution.
- Contributes to the senior leadership team's cultivation and maintenance of a highly inclusive culture that ensures team members can thrive and organizational goals are met.
- Serve as a member of the senior management team, collaborating with all department heads.
- Lead strategic budget planning with the President & CEO, including implementation and annual updates.
- Work effectively with internal stakeholders (staff, volunteers) and external stakeholders (Board members, advisory committees).
- Collaborate with the Board of Trustees and Board Committees on planning, implementation, and evaluation of strategic initiatives.

Operations and Facilities

- Oversee effective operations with the support of the site-based operations manager, facilities team and vendors.
- Direct personnel responsible for the overall facility maintenance of the museum and zoo.
- Oversee construction projects related to facility maintenance or upgrades.
- Develop policies and protocols for the safe and sustainable visitors, clients, and program participants' use of facilities.
- Works with Finance and Development Departments on capital and operating funding.
- Reviews and approves cost-control reports, cost estimates, and staffing requirements for operations-related projects and initiatives.
- Manage the relationship with the IT support vendor and provide leadership for the IT function, with support from the operations manager.

Human Resources, Legal, Talent & Equity

- Provide strategic leadership for HR, talent management, and equity initiatives.
- Guides management on addressing employee concerns, disciplinary actions, performance management, and potential conflict situations. Collaborates with the senior management team to continually enhance morale and culture.
- Oversee human resources policies, including:
 - Support from external HR vendor.
 - Programs, payroll, compensation planning, benefits (e.g., 403(b) plan), and employee relations.
- Manage outside counsel such as organizational compliance, legal matters, contracts, intellectual property, and risk management (including insurance coverage and statutory requirements) as necessary.
- Collaborate with senior leadership and the Board to champion equity and foster an inclusive organizational culture.
- Deploy and maintain processes and systems for annual employee engagement and satisfaction.

Safety

- Serve as the organization's Safety Officer, responsible for:
 - Compliance, training, and fire code regulations.
 - Managing fire and burglar alarms, pump tests, AED maintenance, and emergency evacuations.
 - Directing personnel in maintaining safety and emergency protocols, along with staff training throughout the year.
- Serve as the primary point of contact with Coyote Point Park Rangers to ensure robust communication with the park.

Safety, Compliance and Risk Management

- Ensure compliance with all relevant laws, regulations, and industry standards.
- Develop and implement policies to mitigate operational risks and maintain a safe and healthy work environment.
- Oversee the Injury and Illness Prevention Program (IIPP).

Cross-Department Collaboration, Communication, and Fidelity

- Evaluate current practices for all-staff and team meetings to develop responsive and appropriate norms and standards.
- Partner with senior management to ensure the development of effective decision-making frameworks.
- Work with the Leadership Team to:
 - Clarify decisions.
 - Maintain expectations for consistency across all departments, ensuring fidelity to organizational values and norms.
- Review and optimize communication tools and technologies (e.g., document sharing, online chat, project management tools, and video conferencing software).
- Recommend changes or introduce new tools as appropriate, with oversight for implementation.

Other Responsibilities

- Perform other duties as assigned.

QUALIFICATIONS:

Core Values and Commitment

- Deeply committed to all CuriOdyssey Core Values.
- Eager to be part of an organization focused on accessibility and inclusivity.

Leadership and Management

- 10+ years in a management role operating a facility (museum, zoo, or school preferred).
- Experience building, motivating, and developing staff as an effective leader within a cross-functional team setting.
- Skilled in developing and growing team members and managing to high levels of performance.
- A positive role model and effective coach for other managers.

Human Resources and Equity

- Energized and motivated by the opportunity to provide leadership with a significant focus on aligning HR strategies with their mission and values, including anticipating future workforce needs, identifying skills gaps, and executing plans to attract, retain, and develop talent.
- Prior experience in fostering a positive, diverse, and equitable workplace with high levels of employee engagement and developed management skills.
- Has a basic understanding of current and applicable employment laws and compliance requirements.

- Must have demonstrated ability to work compassionately and respectfully with people from all backgrounds and cultures.

Operational Expertise

- Background in supervising IT, facilities, and/or legal.
- Prior success in nonprofit financial management is highly valued for this role.

Skills and Competencies

- Excellent communication skills, both oral and written, supported by the ability to use technological tools.
- Proven organizational skills, including the ability to manage multiple tasks and projects simultaneously and produce high-quality results quickly and on time.
- Critical thinking, problem-solving, accuracy, and attention to detail.
- Strong facility with Google Suite and Microsoft Office.

Additional Qualifications

- Self-motivated with the ability to work independently and as part of a team with great energy and persistence.
- Experience working with diverse constituencies.
- Familiarity with a science-based organization is a plus.
- Previous experience working with the Board of Directors is a plus.
- Access to own transportation (mileage is reimbursable).
- Available for occasional work events on weekends and evenings.

PERSONAL CHARACTERISTICS:

The Senior Director of Operations should embody the following personal characteristics:

- A deep commitment to the goals and mission of CuriOdyssey.
- A personable, flexible, diplomatic, and respectful demeanor.
- High ethical standards and a commitment to transparency.
- Proven ability to serve as a team player, mentor, and leader to motivate and inspire staff and colleagues.
- A well-organized and focused individual who is capable of and interested in increasing the effectiveness of the operations team.
- Extremely proactive approach to work and solutions oriented.
- Proven political acumen and track record of building trust with various constituencies. High ethical standards.
- A good listener and strategist. Comfortable receiving input from many sources and able to analyze and formulate disparate information into a sound, well-organized plan.
- A skilled negotiator who is open to other viewpoints.
- Ability to work both independently with minimal supervision and cooperatively in a team environment.
- Self-starter with the ability to quickly create a positive network of relationships.
- A hard worker with a high energy level. A 'doer' with a willingness to work hands-on when necessary.

- Ability to work well under pressure and adapt easily to changing situations and priorities. Sound judgment and consensus-building skills.
- Willingness to accept additional responsibilities as requested by the President & CEO and/or Board of Directors.
- Impeccable integrity, entrepreneurial spirit, and a sense of humor.

EDUCATION: A bachelor's degree is required.

COMPENSATION: The target compensation for this position is \$150,000 which will be determined based on the candidate's background and experience.

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CuriOdyssey strives to cultivate a diverse work team and welcomes applications from candidates who will contribute to that diversity. CuriOdyssey is an equal opportunity employer and considers applicants for all positions without regard to age, race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding and/or related medical conditions), gender, gender identity, gender expression, sexual orientation, military or veteran status, or any other status protected by federal, state, or local laws. All inquiries are kept strictly confidential.