

## **JOB DESCRIPTION**

**Location:** Delta Flight Museum, Atlanta, GA

**Job Title:** Director – Operations

The Delta Flight Museum seeks to hire a Director – Operations. The Director, reporting to the Executive Director, will be responsible for the Museum's daily operational activities, as well as the successful operation of DFM internal fundraising events and volunteer program. Responsibilities include customer relations, HR/staffing, managing website and POS/sales software, creating budgets, and general office management. The Director works closely with the DFM senior leadership team to ensure all aspects of museum operations are handled and reported in a professional and appropriate manner at all times.

The ideal candidate is a self-motivated individual with a background in operations and/or human resources. Attention to detail, advanced computer skills, leadership skills, and knowledge of basic operations are required. This position also requires the ability to communicate effectively and work well with a small staff. Knowledge of museum/nonprofit standards and practices preferred.

### **Job Responsibilities:**

- Oversee daily operations of the Museum and back office
- Oversee office administration and supervise the successful operation of all DFM facilities and fundraising programs
- Supervise DFM development, marketing, retail sales, maintenance, group visits, front of house staff, and volunteer program
- Maintain various forms of technology within the Museum and its web presence, including being the primary owner of admission/POS/donation software (Veevart) and website (Sitefinity platform); manage and maintain the vendor contracts for this technology
- Work with other members of Museum staff to keep the Museum's social media channels active and relevant
- Work with the Director – Finance to ensure daily reporting of all sales activity
- Ensure DFM has appropriate licenses with the State (raffle, liquor, catering kitchen)
- Prepare Board meeting materials
- Oversee security and housekeeping as it relates to normal daily operations
- Handle customer issues, complaints, and refunds as needed

### **Requirements:**

- Bachelor's degree required; Master's degree preferred
- 5+ years of leadership and operational experience
- Experience managing and motivating staff of all levels
- Experience with budgets and document preparation
- Demonstrated understanding of and ability to learn current technologies

### **Position Details**

- \$35-45/hour, depending on experience
- 40 hours/week

**Employer Information**

The Delta Flight Museum is a nonprofit 501(c)(3) organization whose goal is to collect, preserve, and present the history of Delta Air Lines in ways that educate and engage. It serves Delta employees, retirees, and families, Delta friends, local communities, nonprofit organizations, and academic researchers. Located in Delta's World Headquarters in Atlanta, the Museum is housed in Delta's two 1940s aircraft hangars. On display are historic aircraft and permanent and seasonal exhibitions. For additional information about the Museum, please visit [www.deltamuseum.org](http://www.deltamuseum.org).

This position is through [AllSource PPS](#), an AgileOne company, and does not come with Delta Air Lines flight benefits.

**How to Apply**

- Email resume and letter of interest to: [museum.delta@delta.com](mailto:museum.delta@delta.com)
- Resumes will be accepted until position is filled.