

**To apply:** Please send a cover letter and resume in a single PDF file to [diana@mtrushmore.org](mailto:diana@mtrushmore.org) with the subject line “your name – Mount Rushmore Society Director of Operations”.



**Director of Operations opportunity**

- **Reports to Chief Executive Officer**
- **Supervises Visitor Information Staff**
- **Exempt/Non-Exempt Status: Exempt, Full Time**

**Summary:** Mount Rushmore Society (MRS) is the official nonprofit partner (501-c-3) of Mount Rushmore National Memorial. We partner with the National Park Service to create memorable opportunities for diverse audiences to experience Mount Rushmore National Memorial. Our mission of support through fundraising measures and retail outlets will ensure a world class visitor experience and preservation of this iconic American symbol into the future. This location is in Rapid City, South Dakota, and the beautiful Black Hills.

Our team members must impart sustained support and enthusiasm for the mission-driven work of MRS. This position must have demonstrated the ability to develop, communicate and motivate staff to achieve goals and improve organizational efficiency and shall impart an attitude of superior customer service to all internal and external contacts. Non-profit experience is a plus as working positively and respectfully with volunteers is non-negotiable.

As a member of the management team, the Director of Operations (DO) reports directly to the Chief Executive Officer (CEO) and establishes practices and policies that promote and ensure a positive company culture and vision through its operations. The DO is responsible for the efficiency of the business of the Mount Rushmore Society, which includes diverse business operations and robust fundraising activities as a premiere non-profit partner with the National Park Service. The DO will work with the CEO to carry out operational and financial goals.

By working with CEO to set and achieve comprehensive goals for performance and growth, the DO monitors operation goals, makes recommendations to achieve overall goals, and assures management and key team members have needed resources. The DO role is a professional, high-visibility position, requiring strong communication skills, internally and externally.

## **Purpose/Brief Description**

The DO will be responsible for monitoring bottom-line revenue and expenses to the operation and contracts for services. DO will work closely with the Director of Finance to streamline processes and maintain integrity of internal controls; actively participates in strategic planning and execution; assesses and reports operational risks and opportunities; maintains efficient office systems and technology, and helps to set and track earned revenue goals, objectives, and budgets.

MRS emphasizes a culture of philanthropy; close collaboration with the Director of Philanthropy is critical. The brand integrity and consistent messaging is the foundation for future campaigns, events, donor relations and membership appeals.

Manages IT service and professional contracts, software licensing agreements, and replacement schedule for office equipment. Manages contracts and assists with trouble shooting point of sale and inventory management software, spreadsheets, reports, database, email and other systems software. Mount Rushmore Society contracts with an outside IT firm for services but coordination and equipment replacement schedules are the responsibility of DO. Oversees security and phone systems; ability to assist with website maintenance or learn to do this necessary. Provides oversight of building operations and office records, and archival documents.

Works with the CEO to oversee and ensure the timely preparation of committee and board reports. Reviews analyses and forecasting projections as requested. Ensures the proper internal controls are in place to safeguard the operation and assets.

Coordinates with the Director of Finance to plan and complete required financial audits; reviews required reporting such as NPS Annual report requirements, including any required NPS Cooperating Association reports and confirms compliance reporting.

Ensure office procedures comply with recommended internal controls practices, revise, and enforce employee handbook practices, support positive employee culture through practice and communication mediums and ensure operations focus on employee wellness and safety.

The MRS office building offers various spaces for outside entities to convene. The DO manages office calendar for meeting spaces, including working with directors and partners for committee meetings, board meetings, agency partner training etc. Ensures meeting rooms are available and ready, including set up and any requested resources, either through supervision of administrative assistant, or by handling it personally.

Provides staff support for committees and meetings assigned by CEO. As a legacy non-profit organization, volunteers are critical to mission and success. Advises CEO in identifying and developing new business opportunities.

**Character Markers.**

- Looking for a creative thinker and open-minded problem solver.
- Calm and flexible demeanor. Excellent communication and relationship skills with a variety of internal and external stakeholders.
- Committed to continual learning and to advancing a culture of respect and inclusion.
- Optimism and enthusiasm for the mission-driven work of the Mount Rushmore Society is a must. Sense of humor is highly encouraged.
- Must show support and maintain effective relationships between NPS partners, co-workers, and board of directors.

**Work Environment.**

Primary location will be at 830 Main Street, Rapid City. Travel will be required to Mount Rushmore National Memorial, Keystone warehouse, operations at Rapid City Regional Airport.

Benefits include health, dental and vision insurance for employee. Retirement match.

Salary DOE. Assistance with relocation expenses available for right candidate.

**Enough about us. Tell me about you.**

Demonstrate your germane experience and education levels through your resume and references.

**Code of Conduct.**

If you have read this far and are still interested, please scroll to the last page. This is the list of characteristics, code of conduct guidelines, developed by the team of the Mount Rushmore Society, and represents our promises to each other. If you see yourself in this environment, please apply.

Position Announcement prepared by Diana Nielsen, CEO, March, 2023. Position open until filled with the right candidate. [diana@mtrushmore.org](mailto:diana@mtrushmore.org) [www.mountrushmoresociety.com](http://www.mountrushmoresociety.com)

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Mount\_Rushmore\_Society  
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ACCOUNTABILITY  
encouraging grace inclusive RESPECT  
professional fun FRIENDLY  
curiosity  
WORK+ETHIC  
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COMMUNICATION  
KINDNESS  
loyal