



Henry Vilas Zoological Society Manager of Operations

The Henry Vilas Zoological Society was formed in 1914, three years after the founding of the Henry Vilas Zoo. In the over 100-year history of the two organizations, the zoo has welcomed millions of visitors, and today the two organizations work together to ensure outstanding guest experience and outstanding animal care. The Zoo is a free zoo, and the Zoological Society operates all revenue generating activities to support the zoo and its animals. This position will be critical to the revenue generation activities necessary to support our no-charge zoo – because a free zoo is not free to operate.

The Manager of Operations is a strategic position which will report to our Senior Vice President of Operations and will be an integral part of our team and its efforts to deliver the best possible customer care and experience, and to generate the funds necessary to operate our Association of Zoos and Aquariums accredited zoo.

The ideal candidate will be a team-player, have strong time-management skills, and a proven-track record in managing the operations of a hospitality industry type operation (hotel, food service, tourist attraction, zoo/aquarium). In addition, the ideal candidate will have experience managing budgets, and have some experience managing and recruiting staff, and with HR processes, as well as coordinating with other departments on time sensitive projects.

PRIMARY FUNCTIONS AND RESPONSIBILITIES

Position Responsibilities

- Provide management and oversight of Food Service Operation at Henry Vilas Zoo including management of menu, inventory, food quality and manager of food service.
- Provide management and oversight of on-grounds facilities including restrooms, and trash removal to include management of staff, and facilities to the highest standards of cleanliness to ensure guest satisfaction. Also responsible for maintaining and ordering supplies.
- Develop and implement plan for restructuring rentals program at the Henry Vilas Zoo. Work in partnership with Zoological Society Event team to ensure best possible visitor experience, and execution of rentals.
- Develop and adhere to budgets for appropriate areas of responsibility within the overall Visitor Services budget.
- Review appropriate financial statements, sales and activity reports, and other performance data.
- Develop and adhere to annual department goals for the overall HVZS business plan.



- Keep track of staffing requirements and levels, and work with appropriate teams to manage to budget.
- In coordination with HVZS Communications Manager, develop marketing strategies and sales promotions for Food and Rentals.
- Assist Senior Vice President of Operations in other areas as needed

JOB QUALIFICATIONS

- Bachelor's Degree in Business Administration, or related field preferred
- 5+ years operations experience including a minimum of one year of management experience
- 1+ years experience in bookkeeping and financial reporting
- Working knowledge of Microsoft Office suite (particularly Excel)
- Refined ability to delegate responsibilities and provide leadership and training to key personnel including the ability to solve conflicts, to serve as a mentor to team members and ability to develop and build teams.
- Strong written and verbal communication skills
- Possession of key competencies, including conflict management, business negotiation, organization and decision-making.
- Ability to develop and maintain strong and cooperative relationships with co-workers.
- Ability to make decisions and problem solve to execute duties and responsibilities.
- Ability to place visitor satisfaction as highest priority in execution of position.
- Perform day to day administrative tasks such as maintaining information, files, reports and processing paperwork.
- Working knowledge of QuickBooks and POS software programs.