



**Museum of Sonoma County  
Job Description**

**Job Title: Operations & HR Manager**  
**Reports to:** Executive Director  
**Salary:** \$64,480-66,000

**Effective:** March 2023  
**Status:** Full time, exempt

**Position Purpose:** The Museum of Sonoma County is seeking an organized, personable, and collaborative Operations & HR Manager to oversee Museum operations, human resources, and the Visitor Services (VS) department. The ideal candidate will have management experience, strong leadership, interpersonal, and organizational skills, be a creative thinker and be knowledgeable of office management, HR best practices, payroll, benefits administration, and customer service. This position reports to the Executive Director and is part of the senior management team. This position supervises the Visitor Services Supervisor.

**Principal Duties and Responsibilities:**

**Human Resources**

- Work closely with the Executive Director to maintain a healthy and productive work environment.
- Provide all Human Resource functions for the Museum, including processing payroll, managing recruitments, onboarding employees, initiating staff reviews, facilitating conflict resolution, benefits administration, and exit interviews.
- Ensure compliance with State and Federal labor laws by keeping employee manual current and ensuring staff complete all mandated training.
- Maintain employee personnel files, ensuring completeness of required information.
- Serve as Health and Safety representative; maintain first aid kits.
- Responsible for the Museum's Emergency and Illness, Injury Prevention Programs (IIPP) as required, including staff training and manual updates.
- Acknowledge employee birthdays and work anniversaries.
- Order name tags and business cards for new employees.

**Operations**

- Work with the Executive Director on strategic planning, business development and resource management.
- Work with Executive Director and Finance Manager on budget to actual oversight throughout the year.

- Manage IT contract, including adding new employee email addresses, ensuring server access, and purchasing and maintaining workstation hardware as needed.
- Work with IT consultant to maintain good working condition of computers.
- Maintain general office equipment, copier, telephones, and other office machines; manage copier lease.
- Oversee contracts for independent contractors.
- Manage property rental leases, both as lessee and lessor.
- Manage insurance policies, including workers compensation insurance and insurance certificates.
- Manage QuickBooks Point of Sale software upgrades and training.
- Monitor all petty cash and other cash drawers or cash boxes. Reconcile monthly.
- Order supplies for office and kitchen and ensure that supply storage is maintained in an orderly fashion.
- Manage Museum Gift Shop, including purchasing, overseeing physical inventory, monitoring sales, and maintaining consignment contracts.

#### **Visitor Services**

- Assist Visitor Services Supervisor as needed to ensure staff are properly trained to provide excellent customer service.
- Participate in routine check-in meetings with Visitor Services Supervisor about issues or concerns addressed by the VS team.
- Assist Visitor Services Supervisor as needed with scheduling to ensure events and programs are properly staffed.
- Assist Visitor Services Supervisor by acting as front desk back up coverage in the case of emergencies and staffing issues.
- Maintain and update the Visitor Services manual as needed.
- Serve as point of contact for any escalated visitor complaints, issues, or questions. Take appropriate action where necessary regarding access or safety issues in the museum.
- Work directly with the Facilities Manager to ensure that any facility-related issues are addressed in a timely, efficient manner.
- Ensure Visitor Services staff are informed of all activities, such as educational programs, exhibitions, special projects, and general community happenings.

#### ***Education, Experience, Skills & Abilities:***

##### **Education & Experience**

- Bachelor's degree in Business Management, Human Resources, or commensurate experience in operational management of an organization required.
- 3 to 5 years of experience in operational management including HR, payroll and benefits administration required.
- Microsoft Office Suite experience required.
- Customer service management experience preferred.
- Retail experience preferred.
- Experience with QuickBooks Point of Sale software preferred.
- Nonprofit experience preferred.

**Skills & Abilities**

- Exceptional communication skills, both verbal and written.
- Excellent interpersonal skills, including active listening, negotiation, and presentation skills.
- Strong organizational skills and the ability to multi-task.
- Financial management skills including experience with Excel, QuickBooks POS, and budget preparation and monitoring.
- The position requires the ability to focus and give sharp attention to detail.
- This position requires the ability to work collaboratively with the Executive Director and the Museum's employees, and to work independently as needed.
- The position requires a high level of integrity and decorum.
- The position requires the ability to exercise discretion with confidential matters.
- The position requires the ability to be flexible and to respond to changing work circumstances; and a willingness to pitch in at all levels of work as needed.

Employment is contingent upon a successful background check.

**Working Conditions:**

**Typical physical demands:** Sitting at desk, walking, standing, climbing stairs, hearing (telephone, at meetings, etc.), lifting/carrying (up to 15 pounds).

**Equipment used:** Computer, telephone, copier, etc.

**Benefits:**

Full-time Museum employees are eligible for holiday, vacation and sick leave, medical, dental, and FSA as outlined in the Employee Handbook. Museum staff members enjoy free admission to hundreds of museums around the country, free or discounted admission to all Museum events and programs, and discounts at the Museum gift shop.

**Mission Statement:**

The Museum of Sonoma County engages and inspires our diverse community with art and history exhibitions, collections, and public programs that are inclusive, education, and relevant.

The Museum of Sonoma County is an Equal Opportunity Employer

**To Apply**

All applications must include a cover letter explaining how you are qualified, and why you are interested in this position.

Please e-mail your cover letter and resume to:  
[resumes@museumsc.org](mailto:resumes@museumsc.org)

No phone calls, please  
Deadline: Sunday, February 19, 2023 or until filled.