



Position Profile, Vice President of Operations

The Aquarium of Niagara (Niagara Falls, NY) is currently seeking qualified candidates to serve as Vice President of Operations. This executive level position will report directly to the President and CEO, with oversight of zoological and veterinary operations, education and conservation programming, as well as facilities, safety and security. The Aquarium is a private not-for-profit organization that welcomes over 200,000 visitors on an annual basis.

The Aquarium of Niagara is located adjacent to the Niagara Falls State Park, less than a mile from the downtown district. The Western New York region, which spans across the Buffalo-Niagara community, has undergone a remarkable transformation in recent years, including:

- Redeveloped waterfront
- Revitalized neighborhoods
- Unique restaurants, bars, wineries and craft breweries
- Distinguished architecture
- Diverse arts and entertainment
- Active professional sports
- History
- Walkable parks, trails and waterfront destinations

The Vice President of Operations will provide leadership over the development of plans, policies and logistics to operate a multi-site campus. The Aquarium of Niagara recently announced an agreement with New York State Parks to fully renovate and operate a 5,000 square foot building that historically served the region as a geological museum. The project, entitled “Great Lakes 360”, is fully funded, and is staged to begin construction immediately. Completion is anticipated for spring 2024, and will be distinguished with fifteen living exhibits, a dedicated classroom space, and rooftop event venue. The site’s interpretive program will emphasize wildlife native to the Great Lakes and Niagara River region, which will bolster the Aquarium’s position as a regional leader in environmental education.

The Vice President of Operations is a newly formed position and will be charged with the seamless integration of Great Lakes 360 into other areas of the campus, including the community entrance plaza “Whirlpool Commons” and the Aquarium’s main building. This key leadership position will support the continued growth and advancement of the organization and provide strategic insight and vision that will inform the recent launch of the master planning process.

The Aquarium of Niagara welcomes people from all walks of life into our team and strongly encourage people of color, LGBTQ+ individuals, veterans, and people with disabilities to apply.

The estimated base salary range for this role is \$90,000-\$97,500. This salary range represents the Aquarium’s good faith and reasonable estimate of the possible salary range.



JOB POSTING

Job Title: Vice President of Operations
Status: Full Time, Salaried (Exempt)

Number of Positions: 1
Reports to: President & CEO

Description

This executive level position reports to the President and CEO. The VP of Operations plans and oversees, through department directors, the operation of Veterinary Services, Zoological Operations, Education, and Facilities. This position regularly evaluates and facilitates improved operations in assigned areas to ensure the effective and efficient support of the facility's strategic plan and annual operating plan and budget. Incumbents are heavily involved with the formulation and execution of long-range plans for the Aquarium's growth through capital planning for new attractions and business growth ventures.

Supervisory Responsibility

This role oversees the Director of Animal Care, Director of Education and Conservation, Director of Facilities and Construction, and Clinical Veterinarians.

Essential Responsibilities

- Provides strategic leadership and goal setting for a multi-faceted operations department, spanning across the Aquarium of Niagara campus.
- Oversees the selection of department directors and the organization of operating departments.
- Provides oversight and vision for the hiring, coaching, counseling, promotions, development, and training of staff to all areas of responsibility to ensure the quality, culture, and consistency of their teams.
- Advises the President and CEO on logistical, operations, and engagement issues, along with identifying opportunities to support the strategic plan.
- Contributes to organization-wide decision-making and strategic planning.
- Consistently ensures accrediting standards (AZA, AMMPA, IMATA) are met and exceeded; oversees proceedings for reaccreditation.
- Creates and assesses operational statements and operating documents; reads, analyzes, and interprets complex documents.
- Serves as the senior executive over campus operations, ensuring efficient overall operations including scheduling and training of managers on duty.
- Cultivate and provide opportunities for rising talent within the organization.

Knowledge, Skills & Abilities

- Bachelor's degree or higher in business management, tourism, project management, hospitality, or related field; or equivalent experience – advanced degree preferred.
- Minimum of 5 years of construction or project management experience, or equivalent combination of education and experience.
- Minimum of 7 years of demonstrated leadership experience as a senior manager or director.
- Crisis management experience with a strong safety background.
- Valid New York State driver's license, or ability to acquire one.
- Socially dynamic and confident in large groups with an ability to multi-task, work independently and/or within a team, pays attention to detail and meet deadlines.
- Strong skills using MS Office and other various computer systems.
- Exhibits excellent analytical, decision-making, and problem-solving skills with independence.
- Utilizes excellent verbal/written communication skills using diplomacy and discretion to communicate effectively.

Working Conditions

- Potential exposures encountered, such as hazardous materials, loud noise, or weather exposure.
- Essential physical requirements, such as climbing, standing, stooping, or typing.
- Physical effort/lifting, such as sedentary - up to 50 pounds.
- May require working weekends, nights, or be on-call as a regular part of the job.

To Apply

Please send resume and cover letter to administration@aquariumofniagara.org. Be sure to include Vice President of Operations in the subject line of any correspondences.

The Aquarium of Niagara is an equal opportunity employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.