

# WHITNEY PLANTATION



**Job Title:** Deputy Director for Operations

**Department:** Operations

**Status:** Full-Time

**Reports To:** Executive Director

**FLSA:** Exempt

**Date:** 4/11/23

**Direct Reports:** 2-4

**Indirect Reports:** 10-15

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## About Whitney Plantation

The Whitney Institute (Whitney Plantation) is a nonprofit 501(c)3 with a mission to educate the public about the history and legacies of slavery in the United States. Located on the site of a former sugar, rice and indigo plantation in St. John the Baptist Parish, Whitney Plantation maintains 13 original buildings that form the core of the Whitney Plantation Historic District. Through memorials, artwork, exhibits and tours, Whitney Plantation helps the public understand the present day by educating them about the past.

Whitney Plantation opened to the public in December 2014 and is still a growing organization. Since opening, the museum has greeted over 500,000 people. Visitors to the museum come from all over the world-20% are international-and from around the United States. Staff, visitors and board members are ethnically and racially diverse, and the greatest share of visitors are young adults aged 18-44.

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## About the Role

The Deputy Director for Operations offers the chance for an operations and administration professional to contribute to the strategic direction at the Whitney Plantation. The Deputy Director for Operations is the primary contact representing the museum throughout the areas of visitor services, facilities, security, risk management, and all other business operation ventures. In close collaboration with the Executive Director in realizing the museum's mission, this role is a key member of the Senior Management Team and provides executive-level leadership and guidance to the organization's operations while actively promoting and implementing the Executive Director's initiatives.

The Deputy Director for Operations is responsible for the strategic development, direction, and implementation of business operations, budgeting, planning, and facilities management. The Deputy Director for Operations is also responsible for human resources strategic planning to provide the organization with the best talent available and to position the organization as the employer of choice through awareness and implementation of policies and trends. Through their knowledge of administration, they will manage, implement, and enhance cross-departmental initiatives to advance equity and access, integrate systems and technologies. As a systems thinker and relationship builder, the Deputy Director for Operations will foster an environment where the Whitney Plantation's staff can thrive and together cultivate a just and sustainable museum. In this leadership position, the Deputy Director for Operations plays a key role in ensuring an inclusive work and learning environment and leads collaborative efforts to strengthen the diversity of the museum's workforce.

**Essential Functions:**

**Management Operations and Administration**

- Leads the day-to-day operations of the museum, working closely with the Visitor Services Manager and Visitor Services Coordinator to ensure the museum is appropriately staffed, resourced, and secured for ongoing visitor and staff needs.
- Works closely with the Executive Director and Senior Management Team to ensure that staff is all working together to align the museum's activities with the mission of the museum, division, and larger organization.
- Directs the development and implementation of policies and procedures in compliance with governmental regulations and accreditation standards.
- Oversees the general maintenance and repair of the museum facilities and grounds with the Director of Historic Preservation and Facilities.
- Implements and trains staff on the emergency preparedness plan and ongoing preventative maintenance program for security, fire/life safety and all mechanical systems.
- Ensures the organization has the appropriate systems, space, and technology to operate efficiently and effectively.

**Human Resources**

- Provides support and guidance to Executive Director, Senior Management Team and Managers to lead, motivate and develop staff.
- Partners with Human Resources Consultant in the administration of relevant disciplines to include Talent Management, Employee Relations, Employee Engagement, Employee Compensation and Benefits, Performance Management, Learning and Development, and Human Resources Information Systems to attract and retain talent.
- Ensures all indirect reports and direct reports have accurate hours submitted for payroll.
- Coordinates annual performance review process and makes recommendations for merit increases to the Executive Director.
- Plans and coordinates regular departmental staff meetings.

### **Financial**

- Assists the Executive Director in the creation of the annual budget for Board Approval.
- Monitors, approves and facilitates expenditures to stay within the operational budget.
- Provides oversight of all department expenditures within context of the budget.
- Reviews and sign agreements, contracts and checks for expenses which have been approved in concept by the board and forward to Executive for final signature.
- Maintains detailed records of visitation and finances.
- Oversees the Gift Shop Manager to ensure purchasing aligns with annual budget goals.

### **Planning**

- Work closely with the Executive Director and the Board of Directors on long-range planning for the organization, including interpretive plans, emergency plans, strategic plans, and a campus-wide architectural master plan
- Be a thought partner with the E.D. for the site's strategic vision and work to carry out that vision with the staff.

### **Requirements and Skills**

- Bachelor's degree in Business, History, Museum Studies, Hospitality Management, Nonprofit Management, or related field equivalent to the position.
- Minimum seven (7) years progressive experience in a leadership role focused on operations and administration including at least two years of supervisory experience
- Demonstrated ability to effect change, meet goals, monitor progress and take corrective action when necessary.
- Ability to provide vision, lead, support, mentor and engage with their Team.
- Strong analytical and problem-solving skills.
- Commitment to maintaining a diverse staff and healthy work culture for organization.
- Demonstrated ability to establish and maintain rapport with others, both internally and externally.
- Knowledge of current and emerging employment and workforce development trends, processes and technologies and the ability to draw on professional networks and/or community partners.
- Excellent communication skills, both verbal and written.
- Outstanding supervisory and leadership skills.
- Strong organizational skills and attention to detail with ability to maintain productivity and effectiveness in a fast-changing environment with sometimes conflicting priorities.
- Excellent time management skills with proven ability to prioritize workloads and resources to meet deadlines.

- Exceptional interpersonal and customer service skills.
- A minimum of Intermediate software experience. Current systems used by Whitney Plantation, which will be used by this employee, include MS Office Suite, Paychex, Lightspeed, Fareharbor, Wordpress, Canva, Thryv, Asana, and Apple products.
- Performs other related duties as required.

#### **Salary and Benefits**

- Starting Salary \$85,000 annually
- Health, dental, life and short-term disability insurance.
- 401k with employer match.
- Employee Assistance Program.
- Generous paid time off benefits to include paid holidays, sick and vacation time.

#### **To Apply:**

Send a resume and cover letter addressed to Ashley Rogers, Executive Director, to:

Whitney Moore, [whitney@gotchacoveredhr.com](mailto:whitney@gotchacoveredhr.com)

**EOE**

Whitney Plantation is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, gender, religion, age, sexual orientation or any other condition made lawful by federal and state laws.