



## **OPERATIONS MANAGER COLE LAND TRANSPORTATION MUSEUM**

The Cole Land Transportation Museum in Bangor, Maine, seeks a full-time operations manager to oversee the museum's day-to-day operations and perform other key leadership responsibilities. With a significant collection of historic land transportation equipment and robust programming, the museum exists to preserve the vehicles; honor those who made, used and maintained them; and challenge children to higher aspirations.

The operations manager shall work closely with the organization's executive director to advance this mission through sound management of organizational finances, logistics, volunteers and staff; stellar external relations; and the development and execution of effective outreach strategies.

### **Organizational overview**

The museum was created in 1990 by the late Galen Cole, who grew up in Bangor, served as a decorated combat infantryman in World War II, and grew Cole's Express into a leading regional carrier over a distinguished 50-year career. Built around Galen's initial gift of 77 Maine antique vehicles, the museum has grown to include more than 200 vehicles and thousands of smaller artifacts linked to land transportation and military service.

Open seasonally from May 1 to November 11, seven days a week, the museum attracts more than 20,000 visitors annually. More than 5,000 students visit the museum each season through school field trips to take part in the museum's two signature programs, the Veteran Interview Program and the Junior Curator Program. Housed in a 40,000 square foot facility on a beautiful, easily accessible campus, the museum is also a popular venue for bus tours, weddings, concerts and other large events.

The board of directors of the Galen Cole Family Foundation governs the museum, and Executive Director Jim Neville leads the largely volunteer-based entity, which has an annual budget of approximately \$1.2 million.

Additional information can be found at <https://www.colemuseum.org/>.

### **Role and responsibilities**

The operations manager will report to the executive director and oversee the museum's small staff and sizeable corps of dedicated volunteers. The role is multifaceted, reflecting the leanness of the organization and its "can do" ethos. A routine day could include leading a program in the morning,

coordinating a lunch for a motor coach visit at noon, fixing a maintenance problem mid-day, and hosting an after-hours event that evening.

Working directly with the executive director, the operations manager will:

- Oversee the day-to-day operations of the museum
- Lead a team of four employees and 60+ volunteers
- Coordinate volunteer assignments, tours, and group visits
- Lead presentations of museum programs
- Manage social media content, including analysis of engagement data, identification of trends in customer interactions, and planning digital campaigns to build community online
- Serve as a liaison for the museum with media outlets
- Plan and supervise special events
- Coordinate off-site events, e.g., parades and concerts
- Supervise vendors and contractors
- Aid in volunteer recruitment
- Perform other duties as assigned

This position offers significant responsibility from the outset and substantial opportunity to grow as an organizational leader over time.

### **Position requirements**

It is expected that the successful candidate will bring to the role:

- Proven effectiveness managing multifaceted operations in a fast-paced, dynamic environment
- Experience designing and implementing winning content strategies on leading social media platforms
- High degree of comfort and confidence in public speaking and leading large-group events and tours
- Strong track record of managing people and processes with great care and efficiency
- Excellent verbal and written communication skills with diverse audiences
- Strong time management skills
- Sharp attention to detail
- Ability to work efficiently with minimal supervision as well as with a team
- Willingness to work with a variable schedule including occasional evenings and weekends

A bachelor's degree and a valid Maine driver's license are required, along with the ability to sit or stand for long periods of time.

### **Compensation**

The museum's new operations manager will earn a competitive salary commensurate with experience and a comprehensive benefits package.

### **Nondiscrimination**

The Galen Cole Family Foundation and the Cole Land Transportation Museum do not discriminate against any person on the basis of race, national origin, ancestry, public assistance, ethnic background, religion, marital status, economic class, age, disability or handicap (mental or physical), sex, creed, veteran status, sexual orientation, gender identity/expression and any other legally protected characteristics in admission or participation in its programs, services and activities, or in employment. The organization complies with all applicable national, state and local laws pertaining to nondiscrimination and equal opportunity.

### **To apply**

Interested candidates should submit a cover letter and resume to Starboard Leadership Consulting at the following address: [search1@starboardleadership.com](mailto:search1@starboardleadership.com). The cover letter and resume should contain detailed information concerning work experience, past successes, and qualifications. Please be prepared to provide contact information for professional references upon request.

Paper copies may be sent to Jessica Weiner, Starboard Leadership Consulting, 84 Harlow St., Suite 4, Bangor, ME 04401, but **electronic submission of materials is preferred**. No phone inquiries, please. All submissions will be reviewed on a rolling basis.