

Executive Director Sanford Lab Homestake Visitor Center

Position Summary

The Sanford Lab Homestake Visitor Center Executive Director leads all activities associated with the Center in support of its mission to, in a financially-sustainable way, to communicate the story of Lead's past, present, and future and to communicate the story of the Sanford Underground Research Facility and its science to the public. The Director reports to the Homestake Visitor Center / Lead Area Chamber of Commerce (LACC) Board of Directors and works closely with the LACC Executive Director to ensure Center's activities are well aligned with Lead's tourism and economic development efforts. The Director actively supports advancement of partnerships with the South Dakota Science and Technology Authority (SDSTA) and Black Hills State University (BHSU) to further Visitor Center programs.

Functional Responsibilities

Visitor Center Operations

- Manage retail sales activities at the Center. Ensure merchandise is innovative and reflective of the Center's mission including its ties to Lead's history and mining activities, the science of the Sanford Underground Research Facility, and the Center's role in education programs.
- Plan, schedule, promote and host events at the Center to increase revenues.
- Develop and explore additional revenue opportunities in line with the Center's mission.
- Set and manage the Center's operations schedule. Manage maintenance activities and cleaning to ensure the Center provides a clean and professional appearance for all visitors.
- Manage all finances including development and management of a yearly budget for approval by the Board of Directors. Manage all daily financial operations and regular financial reporting to the Board of Directors. Manage the Point of Sale system. Support financial audits and reporting.
- Acquire and maintain retail inventory and inventory of education materials and supplies.
- Manage relationships with vendors and any required support contractors.
- Develop and maintain all policies and procedures associated with the Center's activities.
- Foster positive working relationships with media and community members. Answer questions from the media and the public. Provide a professional presence in representing the Visitor Center in the community and the region.

Staff Management

- Supervise all Center staff including hiring, performance management, scheduling, and termination.
- Evaluate workload to plan and assign work to department staff.
- Set and communicate performance standards and expectations.
- Review, evaluate, and address job performance.
- Review and approve leave requests.

Visitor Management

- Actively promote and manage visitor activities at the Center including groups and bus tours. Manage contacts with bus conferences and group sales contractors. Collaborate with group sales contractors to follow up on leads and to bring in groups to the Center.
- Manage and ensure the safe operation of bus tours of the Sanford Underground Research Facility surface complex.

- Ensure the Visitor Center’s online presence is current, accurate, professional, and utilizes multiple approaches to promote the Center’s activities.
- Lead and coordinates tours of the facility and science activities.

Education Programs

- Define and execute a yearly education program plan that defines all education related activities hosted at the Center. Gain yearly approval of plan by the Board of Directors and provides updates at each Board meeting.
- Work with the Board of Directors and key stakeholders such as the LACC, SDSTA, BHSU, and educators to define and develop credible and achievable concepts and goals to advance Lead, SD as an “Education Destination.”
- Continue to foster and build mutually-beneficial relationships with partners such as the Black Hills Mining Museum, Homestake Opera House, SDSTA, and BHSU in the advancement of education programs at the Center related to its mission.

Reporting

Reports to the Homestake Visitor Center / Lead Area Chamber of Commerce Board of Directors.

Desired Qualifications

Education

- A Bachelor’s Degree in a field related to business, education, or a field related to the Center’s mission. Significant directly related experience in lieu of a degree will be considered.

Experience

- At least 5 years experience in the operation of similar facilities. Applicant should have demonstrated experience in financial operations, retail sales, visitor management, education or outreach programs, partnership development, and work with volunteers.

Competencies

- Communication—excellent writing and speaking skills are required.
- Relationship Building—ability to establish and maintain effective, cooperative working relationships with stakeholders including the LACC, SDSTA, BHSU, Black Hills Mining Museum, Homestake Opera House and other scientific and education communities.
- Organization—ability to prioritize tasks, manage time, and proven ability to meet deadlines including coordination of priorities for department staff.
- Decision Making—ability to assess situations, evaluate options, choose most appropriate course of action, and effectively communicate decisions to staff.
- Adaptability—ability to effectively adjust to changing priorities and demands and work independently to solve problems and keep management informed of progress and status.
- Influence—ability to gain acceptance or support for ideas, projects, and solutions.
- Mentoring—ability to advise and instruct staff in the development of their skills.
- Team Building—ability to build an effective team and provide focus and leadership to instill a strong team environment and to work as an effective partner with the LACC.
- Integrity—unquestioned ability to maintain confidential information.
- Problem Solving—demonstrated ability to research and analyze complex information, communicate it effectively and accurately, and resolve problems efficiently.

Work Requirements

- Successful applicant will be required to provide proof of a valid driver's license.

The Sanford Lab Homestake Visitor Center is an equal opportunity employer committed to the development of a diverse workforce.