



Job Title: Director of Operations

Job Status: Full-time, Salary, Exempt

Department: Operations

Reports to: General Manager

General Summary of Job Duties

The Director of Operations leads all facility operations, including maintenance, security, housekeeping and creative theming. The role ensures safe, efficient and high-quality daily operations that elevate the guest experience. This position collaborates with internal teams, contractors and vendors to maintain operational excellence, advance sustainability initiatives and support long-term organizational goals. The Director must be a strategic, detail-oriented leader capable of guiding diverse teams and managing complex workflows.

Principle Responsibilities and Duties

Maintenance

- Oversee routine, preventative, and responsive facility maintenance.
- Manage essential systems such as HVAC, lighting, and restrooms.
- Lead the maintenance work-order system and coordinate priorities across departments.
- Supervise work of contractors, technicians and vendors.

Security and Safety

- Implement and maintain security protocols and standard operating procedures.
- Partner with teams to ensure a safe environment for employees, guests and animals.
- Lead emergency response planning, drills and incident management.
- Follow established procedures to resolve guest concerns effectively.

Creative

- Ensure theming and productions meet standards for quality, creative intent and sustainability.
- Support the development of immersive, educational and inclusive guest experiences.
- Identify and implement technologies that enhance operational effectiveness.
- Assist with planning and executing seasonal and holiday events.
- Collaborate with animal care teams on habitat repairs and modifications to support animal wellbeing and guest engagement.

Housekeeping

- Oversee janitorial services, waste management and recycling programs.
- Conduct daily inspections of public, office and back-of-house areas to ensure cleanliness and compliance.
- Manage supply ordering, inventory and equipment maintenance.
- Coordinate with departments to support sustainability efforts, including waste reduction and resource conservation.

Projects

- Contribute to continuous operational improvements and facility design and construction initiatives.
- Work with leaders to identify, plan and prioritize operational and capital projects.
- Develop project timelines, workflows and production schedules to ensure timely and on-scope delivery.

Skills, Education and Other Requirements

- Bachelor's degree in operations management, hospitality, engineering, biological sciences, art or a related field, or equivalent experience.
- Minimum of three years experience in operations, facilities, museum, aquarium or similar environment.

- Proven ability to manage multidisciplinary teams and complex facility operations.
- Experience managing vendors, contractors and technical teams.
- Demonstrated skill in planning, organizing and executing multiple initiatives with strong attention to detail.
- Effective communicator with a focus on cross-department collaboration.
- Commitment to maintaining safe environments and upholding operational standards.
- Strong capability to quickly assess issues or crisis situations and make effective decisions.
- Knowledge of maintenance systems, safety protocols and emergency response procedures.
- Ability to identify opportunities and implement new technologies or process improvements.
- Focus on creating high-quality, inclusive and engaging guest experiences.
- Understanding of sustainability practices in facilities or operational settings.
- Strong organizational, analytical and communication skills.
- Knowledge of OSHA policies.
- Ability to work a flexible schedule including evenings, weekends, holidays and events.
- Able to respond to situations and emergencies in a timely manner.

To Apply

Greater Cleveland Aquarium is committed to providing equal employment opportunities for all.

For consideration, please provide your cover letter and resume to:

Stephanie White, General Manager

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