

Job Title: Operations Manager

Hobe Sound Nature Center, Inc.

Location: Hobe Sound, Florida

Reports to: Executive Director

Type: Full-Time, Exempt, In-Person

Schedule: Approximately 35-40 hours per week; typical schedule is Monday through Friday, 9:00 am to 4:00 pm

Salary: \$55,000 - 70,000 annually, commensurate with qualifications and experience

Benefits: Competitive Paid Time Off; paid holidays; health, dental, and vision insurance

Position Summary

The Operations Manager is an integral member of the Hobe Sound Nature Center's leadership team, responsible for ensuring the organization's day-to-day operations are efficient, financially sound, and aligned with its mission.

This leadership-level position oversees financial and operational systems, including budgeting, purchasing, membership, facilities, vendors, technology, reporting, and administrative processes. Working closely with the Executive Director, and collaboratively with staff and the Board of Directors, the Operations Manager helps strengthen organizational systems and advance the Nature Center's priorities.

The position also contributes directly to HSNC's mission through hands-on participation in environmental education programs, special events, and animal care.

Our Mission and Work

The Hobe Sound Nature Center is a nonprofit organization founded in 1985 and located within the Nathaniel P. Reed Hobe Sound National Wildlife Refuge in Hobe Sound, Florida. Through a cooperative agreement with the refuge, our mission is to educate and inspire all learners to connect with, understand, and protect Florida's wildlife and ecosystems.

What makes our team unique is our dual expertise as scientists and educators—and our belief that meaningful change begins with authentic, reciprocal engagement with our local communities. We approach learning and teaching using evidence-based instructional practices, real-world science experiences, and co-design to create meaningful opportunities for people to learn, engage, and take action for the natural world.

We are a small, collaborative, mission-driven team working to strengthen our foundation, expand our impact, and grow alongside the communities we serve.

Key Responsibilities

Financial Management (30%)

- Prepare, manage, monitor, and forecast the organization's annual budget, expenses, and financial performance.
- Work collaboratively with the organization's bookkeeper to coordinate bookkeeping and accounting functions, including invoices, reconciliations, reimbursements, sales tax, and financial reporting.
- Track and reconcile revenue from donations, memberships, programs, events, and the gift shop.
- Maintain accurate financial records and provide regular financial reports to the Executive Director and Board of Directors.
- Use financial systems, spreadsheets, databases, and other technology to analyze and report financial and operational data, improve efficiency, manage costs, and strengthen financial practices.
- Support the Executive Director with budget development, financial planning, and monitoring of the organization's financial health.
- Oversee gift shop financial operations, purchasing, inventory, and reporting.

Operations & Administration (50%)

- Manage day-to-day administrative and operational functions to support an efficient and well-organized organization.
- Manage and support compliance with vendors, contracts, insurance, utilities, IT systems, facilities, and other operational services.
- Coordinate staff schedules, PTO, reimbursements, onboarding, and other administrative processes.
- Manage organizational email, phone calls, voicemail, mail, and general administrative communications.
- Support the Executive Director in maintaining and improving organizational systems, procedures, SOPs, and workflows.
- Manage the organization's CRM and related fundraising and membership systems, including donor and membership records, renewals, communications, benefits, and reporting.
- Coordinate facility and maintenance needs with U.S. Fish & Wildlife Service personnel and outside vendors.
- Troubleshoot operational issues involving phones, internet, printers, website systems, and other technology.
- Maintain accurate operational data and provide reports to the Executive Director as needed.
- Exercise independent judgment within the scope of the position, take initiative to identify and resolve operational issues, and communicate significant concerns to the Executive Director.

Leadership & Strategic Support (10%)

- Support the Executive Director and Board of Directors with strategic planning, organizational goals, and long-term initiatives.

- Provide operational and financial information to support organizational decision-making.
- Help implement organizational priorities and strategic initiatives as directed by the Executive Director.
- Support fundraising, marketing, outreach, special events, and other organizational initiatives.
- Identify opportunities to strengthen organizational systems, efficiency, and long-term sustainability.

Hands-On Program Support (10%)

- Assist with environmental education programs, camps, special events, and guided programs.
- Participate in sea turtle walks and other field-based, citizen science programs, as needed.
- Assist with the care and husbandry of resident wildlife, including feeding, enrichment, sanitation, enclosure maintenance, record keeping, and participate in occasional holiday animal-care coverage.
- Engage with visitors and provide educational information about local wildlife, conservation, and the Nathaniel P. Reed Hobe Sound National Wildlife Refuge.
- Provide staff coverage and operational support during programs and special events.

Minimum Qualifications

- Bachelor's degree in business administration, accounting, finance, nonprofit management, public administration, science, education, or a related field.
- Five or more years of progressively responsible experience in nonprofit operations, finance, administration, or a related field.
- Demonstrated experience managing budgets, monitoring financial performance, analyzing revenue and expenses, and supporting financial reporting.
- Strong financial literacy and ability to interpret and analyze budgets, revenue, expenses, financial statements, operational data, and other financial information.
- Strong proficiency with Google Workspace and Microsoft Office, particularly spreadsheets and data-management tools, as well as databases, CRM systems, and other technology used to manage, analyze, and report financial and operational information.
- Exceptional attention to detail, organization, accuracy, and follow-through.
- Demonstrated ability to exercise sound judgment, work independently, take initiative, solve problems, and manage competing priorities with minimal supervision.
- Strong communication, interpersonal, collaboration, and time-management skills, with the ability to work effectively with staff, the Executive Director, Board of Directors, vendors, government partners, members, and the public.
- Ability to maintain confidentiality when handling financial, personnel, donor, and organizational information.
- Genuine interest in wildlife conservation and environmental education, with the ability and willingness to work both indoors and outdoors and participate in animal care, educational programs, field activities, and special events.
- Valid driver's license and reliable transportation, if required for organizational business.

Preferred Qualifications

- Master's degree in business administration, nonprofit management, public administration, finance, accounting, science, education, or a related field.
- Previous experience working in operations, administration, finance, or organizational management, particularly within a nonprofit, museum, aquarium, zoo, nature center, wildlife facility, or other mission-driven organization.
- Experience with Bloomerang or another nonprofit CRM, fundraising, or membership platform.
- Experience with QuickBooks, bookkeeping, accounting software, or nonprofit financial administration.
- Experience with grant financial management, reporting, or restricted funds.
- Experience developing, implementing, or improving organizational systems, procedures, SOPs, or workflows.
- Local knowledge of Florida's wildlife, ecosystems, conservation priorities, and environmental issues.
- Teaching, environmental education, public interpretation, or community engagement experience.

What We're Looking For

The ideal candidate is a proactive, detail-oriented, financially literate leader who can take ownership of day-to-day operations while working in close partnership with the Executive Director. This person will help lead the organization's operational and financial functions, exercise sound independent judgment, and contribute to a collaborative, healthy workplace culture.

At the same time, this is not a desk-only position. The successful candidate should enjoy being part of the Nature Center's mission through working with wildlife, supporting environmental education, engaging with visitors, and occasionally working outdoors and in the field.

We are looking for a versatile, solutions-oriented team member who is excited to help strengthen HSNC's foundation and support its continued growth.

How To Apply

Please submit a resume and brief cover letter to Dr. Hada Herring, Executive Director of Hobe Sound Nature Center, at hherring@hobesoundnaturecenter.org with the subject line "Operations Manager Application."

Application Deadline

Applications will be reviewed as received, with first-round interviews beginning September 14th. Candidates are encouraged to apply early. The position will remain open until filled.