

Director Of Operations

Storybook Island – Rapid City, SD

Position Summary

The Operations Manager is responsible for the day-to-day operations of Storybook Island, ensuring the park runs safely, efficiently, and professionally while providing an exceptional experience for every guest. This leadership position oversees seasonal staffing, park logistics, administrative functions, purchasing, and special events, including Storybook Island's annual Christmas Nights of Light. The Operations Manager works closely with the Executive Director and serves as the operational lead in their absence.

Essential Responsibilities

- Recruit, hire, train, schedule, supervise, and evaluate seasonal staff.
- Foster a fun, positive, and professional team culture while ensuring accountability and excellent customer service.
- Oversee daily park operations, including opening and closing procedures, guest services, gift shop operations, and facility readiness.
- Coordinate daily logistics to ensure the park operates efficiently and safely.
- Order and maintain inventory for office supplies, concessions, and operational needs.
- Maintaining employee records and assisting with payroll and personnel paperwork.
- Assist with budgeting, purchasing, vendor relationships, and operational planning.
- Help plan Christmas Nights of Light, including staffing, volunteers, and event logistics.
- Work closely with the maintenance team to ensure the park remains clean, safe, and welcoming.
- Support the Executive Director with organizational goals, operational improvements, and other duties as assigned.

Qualifications

- Associate's or Bachelor's degree in Business, Hospitality, Management, or a related field preferred, or equivalent experience.
- Two or more years of supervisory or management experience.
- Experience hiring, training, and leading employees.
- Strong organizational, communication, and leadership skills.
- Excellent customer service and problem-solving abilities.
- Proficiency with Microsoft Office and general office software including QuickBooks.
- Ability to manage multiple priorities in a fast-paced environment.

Work Schedule & Benefits

This is a full-time, year-round position. Evening, weekend, and holiday hours are required during the summer season, special events, and Christmas Nights of Light.

Benefits include:

- Health Insurance
- IRA
- Paid Time Off
- Paid Holidays
- Flexible Scheduling

Our Culture

At Storybook Island, we believe work should be both meaningful and enjoyable. Every day, our team helps create magical memories for children and families. The Operations Manager plays a vital role in building a workplace where employees feel appreciated, supported, and empowered to succeed. We are looking for someone who leads with integrity, communicates with kindness, embraces teamwork, and understands that having fun and maintaining high professional standards can go hand in hand.

The ideal candidate is an energetic leader who enjoys working with people, solving problems, and helping create unforgettable experiences for every family who visits Storybook Island.