



Director of Operations

Job Title:	Director of Operations
Department:	Operations
FLSA Status:	Exempt
Reports To:	Executive Director
Date:	February 18, 2025

Position Purpose

The Director of Operations is responsible for ensuring that IAATO has the best possible operational tools for promoting its mission of safe and environmentally responsible travel. Overseeing and directing the work of the Operations Team, the Director of Operations seeks ways for all IAATO-required or IAATO-recommended policies, programs and procedures to be incorporated effectively into IAATO Operators' work plans.

Essential Duties and Responsibilities

- Responsible for IAATO Operations Department delivery of tools and programs to support the IAATO Strategic Plan, mission and vision.
 - Includes but is not limited to the Field Operations Manual (FOM), Online Assessment, Polar Guide App, Field Staff Newsletter, and Database (Including Ship Scheduler)
- Directly line-manages a dynamic Operations Team of four to six people
- In collaboration with other Secretariat members, develops the agenda for and organizes IAATO participation in the Polar Field Staff Conference
- Takes the lead in communications with IAATO members around questions of operational practice or violations of the Code of Conduct
- In collaboration with the Operations Manager, communicates to IAATO Members and Field Staff through Operational Updates and Field Staff Newsletters
- Acts as Secretariat liaison for the following IAATO standing committees: Field Operations, Yacht
- Secretariat lead for the following IAATO Working Groups: Ross Sea, Helicopter, Air-Cruise, Ship Scheduler
- Responsible for managing the Operations Department budget
- Travel four – five months per annum for relevant meetings, ship or field observations, and operator visits

Managerial Responsibilities

- Line-management responsibilities for the Operations Team
- Set performance goals and project deadlines
- Organize workflow, delegate work to employees, track progress and provide constructive feedback and coaching in a collegial manner
- Monitor employee productivity, address concerns with work quality, and other issues in an effective, timely manner
- Ensure employees adhere to company policies



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- Conduct performance reviews annually, motivate team members and create strategies to boost productivity
- Identify needed additions to the Operations Team
- Contributes to team effort by accomplishing related results as needed

Other Duties

- IAATO Mandatory Observer duties
- Paper writing and attendance at the annual Antarctic Treaty Meeting (ATCM) and Counsel of Managers of National Antarctic Programs (COMNAP)
- Responsible for the transmission of PVR data to the Treaty System and to Operators
- Leads IAATO participation in Search and Rescue Exercises with the RCCs and internally

Minimum Required Technical Skills and Qualifications

- Minimum five years as field staff on board IAATO Antarctic vessels in a leadership role; Additional Deep Field and Expedition Leader experience is preferred
- Several years of direct experience in dealing with IAATO, preferably on IAATO Committees or Working Groups
- Work experience and responsibilities within Operator home office preferred
- Outstanding written and verbal communication skills;
- Ability to multitask and work well under pressure and within deadlines;
- Excellent organizational and leadership abilities.
- Experience working with National Antarctic Programs welcomed

Education/Certifications/Licensure

- Bachelor's degree or equivalent

Language Skills

- Excellent English verbal and written communication.
- Ability to speak Spanish preferred
- Public speaking and presenting at meetings is expected

Physical Demand

The physical requirements and environmental factors described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee will sit for long periods of time, and may use repetitive wrist and hand motions involved in sorting and handling documents. The employee is regularly required to reach, with hands and arms. Specific vision abilities required by this job include close vision and color vision. Employee will have close visual contact with a computer monitor constantly.

- Ability and expectation to work remotely



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- Ability to travel to local and overseas meetings and training events and to work effectively aboard vessels in remote and challenging environments (travel requirements are extensive – as much as 5 – 6 months annually)
- Ability to work long hours to meet the demands of an event or crisis situation.

Acknowledgment

I have reviewed the Job Description for the position of Director of Operations. I have read and understand the duties and responsibilities and other aspects of the Job Description. I further understand that this Job Description will form the basis for the periodic evaluation of my performance. I acknowledge that my employment with the Company is on an “at will” basis which means that either I or the Company can end the employment relationship at any time, for any reason, with or without prior notice. It is understood that this Job Description is a summary of the primary responsibilities of my position. It is not intended to be a complete and total description of each duty and responsibility of the position as may be necessary. It is understood that the Company retains the right to change this Job Description at any time, for any reason, at its sole discretion.

Signature:

EMPLOYEE: _____ **DATE:** _____