

Position Title: Director of Experience
Date: November 19, 2018
Department: Experience
Reports to: Executive Director
FLSA Classification: Exempt
Type of Position: Full-time
Hours: 40 hours per week: weekdays, some evenings/weekends



GENERAL DESCRIPTION

The Director of Experience directs all day-to-day operations, programs and personnel for the Children's Science Center Lab, offsite programming as well as overseeing volunteer coordination and outside vendors for IT, janitorial and security. The Director leads the charge to provide safe, friendly, fun, and meaningful hands-on educational experiences for tens of thousands of family and school group visitors. The Director works closely with the Experience management team, the Executive Director as well as advancement, communications, and finance leaders to achieve annual objectives and priorities.

SPECIFIC JOB RESPONSIBILITIES

- Recruit, develop, and retain a high performing team of Experience department staff and volunteers.
- Oversee program managers charged with developing quality educational programming in the Lab (activities in galleries, camps, parties, and other family programs) and for offsite programs (Family Science Night, Science on Stage, Mini-Labs, Latina Sci Girls, Youth Leadership programs, and other community events).
- Supervise operations managers charged with accurate processing of reservations, itineraries, and other pre and post event customer coordination for field trips, birthday parties, and other events at the Lab.
- Collaborate with managers to efficiently and effectively schedule Experience staff across all program and operational areas while keeping within payroll budget.
- Work with managers to ensure adequate program and facility supply purchasing and staying within budget.
- Support managers by hosting regular meetings with individuals and the group of Experience managers; support team in supervising and motivating all department staff.
- Ensure full documentation of procedures and regular training to all Experience staff and volunteers, to include knowledge of exhibits, activities, programs, best practices in guest services and audience engagement.
- Monitor guest feedback and work with managers to continuously improve experiences.
- Ensure facility, gallery, exhibits, activities and signage meet highest standards of safety, cleanliness, quality, and overall appearance; coordinate with Communications and Executive Director to implement change management policies and procedures for approval.
- Implement policies, plans and procedures to ensure quality and safety in day-to-day operations.
- Oversee daily opening and close out procedures to safe-guard cash and other organization assets at the Lab, including bank deposits and coordinating with Accounting Manager for regular reconciliation activities.
- Develop, maintain and ensure adherence to annual revenue and expense budget.
- Monitor budget and provide forecasts quarterly; report monthly on attendance and revenues..
- Coordinate with Communications team to support promotion of experiences and programs in order to achieve general admissions and program revenue goals.
- Manage outside service providers for IT, janitorial, security, exhibit and facility maintenance.
- Oversee volunteer coordination including Lab and off-site programs and additional needs of the enterprise.

- Assist the Executive Director and Director of Advancement in efforts to secure funding and steward donors which may include input to grants and proposals, hosting tours of the Lab, and other needs.
- Participate in regular Leadership staff meetings and annual planning with the management team.
- Collaborate and support board committees including Internal Affairs Committee and STEM-Advisory Council; engage expert volunteers via Experience Curriculum Committee; periodic presentations to Board of Directors.

QUALIFICATIONS AND CHARACTERISTICS

REQUIRED QUALIFICATIONS

- Minimum 5 years management experience in a customer service driven consumer-facing business, non-profit, museum or cultural arts institution.
- Experience in overseeing operations and education (formal or informal) preferred.
- Bachelor's degree required.

IDEAL PROFESSIONAL CHARACTERISTICS

- Demonstrated success building teams, managing people and operations.
- Track record as a collaborative team player who creates a positive work environment.
- Demonstrated ability to plan and operate strategically, creatively and resourcefully.
- Strong written and verbal communication skills.
- Solid understanding of audio, visual and computer systems technologies.

IDEAL PERSONAL CHARACTERISTICS

- A passionate advocate for hands-on STEM learning, committed to the Center mission and vision.
- An enthusiastic, energetic leader and motivator of diverse employee and volunteer teams.
- Particularly engaging in working with children and youth.
- A strategic thinker and relationship builder.
- Emotionally mature, with a sense of humor to maintain balance and perspective.

PHYSICAL DEMANDS OF JOB

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job. While performing the responsibilities of the job, the employee is frequently required to be on their feet for up to three (3) hours at a time; stand; walk; sit; reach with arms and hands; climb or balance; stoop, kneel, crouch or crawl; move or lift at least thirty (30) pounds; and use their hands to finger, handle, and feel. The employee is occasionally required to smell; perform repetitive motions; use eye, hand, and foot coordination. Vision abilities required by this job include close vision (at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

WORK ENVIRONMENT OF JOB

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions, and may be required to wear a protective lab coat, protective glasses, and/or protective gloves. Employee may be required to use chemicals with Material Safety Data Sheets provided. Employee may need to use very hot or very cold liquids. Employee may be required to utilize light tools and equipment in the performance of duties. The noise level in the work environment is typically moderate to loud.

REQUIREMENTS

Completion of degree with focus on museum studies, education, or a field of science. Experience working with children required. Experience working with Microsoft Office (Word, Excel, Powerpoint, Outlook) and ability to learn and utilize museum management and document management systems. Successful completion of a criminal background check. Successful completion of a national background check and drug screening may be required.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the Director of Experience position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. The Children's Science Center reserves the right to revise duties as needed.