

Position Title: Operations Manager
Date: November 19, 2018
Department: Experience
Reports to: Director of Experience
FLSA Classification: Exempt
Type of Position: Full-time
Hours: 40 hours per week (to include one weekend day)



GENERAL DESCRIPTION

The Operations Manager oversees day-to-day operations at the Children's Science Center Lab including supervision of guest services, field trip and event coordination, staff scheduling, as well as coordinating with outside vendors for IT, janitorial, security services and general maintenance. The Manager ensures the delivery of safe, fun, and quality hands-on educational experiences for tens of thousands of family and school group visitors.

SPECIFIC JOB RESPONSIBILITIES

- Work with Director of Experience to recruit, develop, and retain a high performing staff to meet operating objectives and uphold Children's Science Center core values.
- Supervise, schedule, and coach Experience staff, coordinating with the Experience management team.
- Work with Director of Experience and education program managers to schedule staff resources and rotate staff between off-site and on-site programs.
- Oversee processing of reservations, pre-event coordination and post event customer feedback for field trips, birthday parties, and other events at the Lab.
- Manage daily opening and closing procedures to safe-guard cash and other organization assets at the Lab; make regular bank deposits.
- Ensure daily communications within team at opening and closing to ensure smooth day-to-day operations.
- Maintain facility, galleries, and signage to highest standards of safety, cleanliness, quality and overall appearance, ensuring team follows change management policies and procedures.
- Develop and deliver regular training for staff on policies, procedures as well as best practices in guest services, program delivery, and audience engagement.
- Manage purchasing of facility materials and supplies while keeping within expense budget.
- Document and implement procedures to ensure quality and safety in day-to-day operations.
- Regularly review guest feedback and take necessary steps to continuously improve guest experiences at the Children's Science Center and ensure those experiences are safe, friendly, fun, and meaningful.
- Manage relationships with outside service providers including: IT support, janitorial, security, exhibit and facility maintenance.
- Work closely with volunteer coordinator to ensure volunteer resources are available to support operations.
- Implement and maintain systems that support and improve visitor experiences and simplify work processes.
- Support special projects, programs, events and other duties as needed.

QUALIFICATIONS AND CHARACTERISTICS

REQUIRED QUALIFICATIONS

- Minimum of 4 years in a customer service driven consumer-facing business, non-profit, or museum.
- Minimum of 2 years of experience in overseeing operations.
- Experience with cash management, revenue and expense, reporting.
- Bachelor's degree required.

IDEAL PROFESSIONAL CHARACTERISTICS

- Demonstrated success managing people and operations.
- Ability to develop and motivate a team while creating a positive work environment.
- Demonstrated ability to operate efficiently, resourcefully and within budget.
- Strong attention to detail as need for to safety, reporting, maintenance and general operations.
- Solid written and verbal communication skills.
- Strong 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 the public, including children, ages 2 through 15.
- 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

Experience working with children. 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 Operations Manager 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.