

**Position Title:** Operations Manager  
**Date:** January 15, 2020  
**Department:** Experience  
**Reports to:** Senior Manager Lab Experience  
**FLSA Classification:** Exempt  
**Type of Position:** Full-time  
**Hours:** 40 hours per week (Includes one weekend day)  
**Benefits:** Healthcare; Paid Time Off



## GENERAL DESCRIPTION

The Operations Manager oversees day-to-day operations at the Children's Science Center Lab including supervision of and participation in: guest services, field trips, 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 informal educational experiences for tens of thousands of families and school group visitors. You must enjoy working with kids and families as you will be working on the floor interacting with visitors while supervising staff. The Operations Manager reports to the Senior Manager Lab Experience as part of an Operations Management team to run the Children's Science Center Lab.

## SPECIFIC JOB RESPONSIBILITIES

- Supervise, schedule, and train Experience staff.
- Recruit, develop, and retain a high performing staff to meet operating objectives and uphold Children's Science Center core values.
- Develop and deliver regular training for staff on policies, procedures as well as best practices in guest services, program delivery, and audience engagement.
- Ensure daily communications within team at opening and closing to assure smooth day-to-day operations.
- Manage daily opening and closing procedures to safe-guard cash and other organization assets at the Lab; make regular bank deposits.
- Maintain facility, galleries, and signage to highest standards of safety, cleanliness, quality and overall appearance, ensuring team upholds management policies and procedures.
- Collaborate with Program Coordinators to ensure successful program implementation and execution which include processing of reservations, pre-event coordination, and post event customer feedback for field trips, birthday parties, and other events at the Lab.
- Work closely with Volunteer Coordinator to ensure volunteer resources are available to support operations.
- Collaborate with Office Staff to allocate staff resources to support off-site and on-site programs.
- 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 implement systems to improve guest experiences to assure those experiences are safe, friendly, fun, and meaningful.
- Facilitate relationships with external service providers including: IT support, janitorial, security, and exhibit and facility maintenance.
- 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 and 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 regarding safety, reporting, maintenance, and general operations.
- Effective written and verbal communication skills.
- Strong understanding of audio, visual, and computer systems technologies.

### IDEAL PERSONAL CHARACTERISTICS

- A passionate advocate for hands-on informal STEM learning for people of all backgrounds.
- Committed to the Center's mission and vision.
- An enthusiastic 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:

### Frequently required to:

- Speak and hear;
- Be ambulatory and/or walk on feet for up to five (5) hours at a time;
- Reach with arms and hands, including to raise arms overhead to move and lift up to thirty (30) pounds;
- Climb or balance;
- Stoop, kneel, crouch or crawl;
- Use hands and digits to manipulate, handle, and feel.

### Occasionally required to:

- Perform repetitive motions;
- Use eye, hand, and foot coordination.

## 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.