



Manager of Museum Operations

Job Description

Full-time 30-40 hours per week

The **Manager of Museum Operations** is the leader of an upbeat and high-energy team, driven to provide unsurpassed customer service and remarkable experiences to museum guests and to maintain all day-to-day operational needs. Operations Team Members play an important role within the organization: interacting with children and adults in our exhibits, Discovery Garden, and countless other experiences the museum offers. The Manager of Museum Operations serves a critical role in providing leadership to Play Specialists, Play Specialist Supervisors, and other museum staff.

- **This position reports to the Deputy Director.**

Schedule:

Variable. Scheduling is dependent upon the current needs of the museum, however a minimum amount of 30 hours will be maintained.

Major Duties and Expectations:

- Serve as an official representative of KidSenses Children's INTERACTIVE Museum.
 - o Maintains a high level of professionalism in performing assigned duties and responsibilities.
 - o Ensures all visitors feel welcome and are provided all information needed for a world class experience
 - o Solicits feedback from visitors
- Ensures all museum guests have a safe and enjoyable museum experience.
 - o Enforces all museum rules and safety policies at all times.
 - o Ensures all exhibit areas are maintained and reports hazards to the Deputy Director and Maintenance staff.
- Perform Routine administrative tasks
 - o Opens/Closes the cash register and ensures that the cash drawer and deposits are secured in the safe.
 - o Creates a balanced monthly schedule for museum staff and generates time sheets for the office manager
 - o Reviews applications, performs interviews, and hires museum staff and volunteers
- Works closely with the Office Manager to maintain bookings
 - o Maintains an open dialog with the Office Manager to ensure adequate staffing is available and to avoid double bookings
- Provides direct supervision to museum staff
 - o Facilitates staff and Volunteer orientation/training sessions
 - o Maintains clear communications with all staff on policies, procedures, museum goings-on, etc.
 - o Ensuring that the behavior of museum staff adheres to the code of conduct and ethics.

- Ensures the museum is clean, organized, stocked, and functional at all times.
 - Monitors exhibit spaces to insure their functionality and cleanliness and rectifies unsatisfactory conditions in a timely fashion.
 - Monitors supply of and purchases all museum cleaning/janitorial supplies.
 - Organizes the janitorial supplies, exhibit supplies, and toy cage in the mechanical room.
- Maintains an organized record of all upcoming field trips, birthday parties, special events, and programs
 - Making confirmation calls to field trip organization to confirm attendance and scheduling
 - Setting up and cleaning museum spaces to be utilized by other organizations/special events
- Designs, leads, and trains staff on interactive in-house experiences for visitors
 - Leads Random Acts of Play experiences throughout each day
 - Assists with special event hands-on programming
 - Rotates weekly AGC's and monthly RING, and FAM displays
- Assists with the management of the museum gift shop.
 - Performs Gift Shop inventory in conjunction with the Deputy Director.
 - Makes recommendations for gift shop merchandise.
 - Re-stocks the museum gift shop as needed.

The **Manager of Museum Operations** must be a self-starter, have the ability to work in a noisy fast-paced environment, and work well with children of all ages. A minimum of one year of managerial experience is not required, but greatly preferred.