

Manager, Operations and Visitor Services

KID Museum seeks a manager of operations and visitor services who can grow with the organization. Just celebrating its fourth anniversary, KID Museum is a creative learning space, dedicated to cultivating the next generation of innovators through high-impact, hands-on learning experiences that integrate science, technology, art, and culture.

KID Museum serves 55,000 visitors annually in its current site at Davis Library through school group visits, after school programs, weekend workshops, and more. It is a first step toward the museum's vision of a larger, permanent home focused on empowering the next generation to invent the future with creativity and compassion.

The successful candidate for the manager of operations and visitor services will have demonstrated experience and passion for customer service and operational efficiency in the nonprofit or social service fields. The successful candidate will be responsible for the following activities:

Visitor Services

- Oversee and implement museum membership strategy
- Manage the front desk, including staffing, customer welcoming and intake
- Develop and ensure that department systems, procedures and practices support effective operations while providing outstanding customer service
- Prioritize the collection, analysis and use of data as a means to measure effectiveness of all aspects of Visitor Services, including ticketing, capacity and pricing, hours, and customer satisfaction
- Collaborate frequently with Marketing and Program staff to implement and ensure effective front line sales efforts
- Communicate regularly with other departments to ensure operational awareness of all Visitor Services functions
- Manage volunteers
- Address visitor complaints and issues, working with appropriate staff to ensure resolutions in a timely manner

Operations

- Manage facilities, including room use, maintenance and IT
- Support staffing of museum, including onboarding new staff, scheduling of non-educators, supporting internal communications

Evaluation

- Support the museum's efforts to evaluate its programming and services by working with external contractors and volunteers to design and carry-out high-quality evaluations

Must be able to work a flexible schedule to include weekends, holidays and special events. To apply, please send a cover letter and resume to Scott Jofus (scott@kid-museum.org).