



## **KID Museum Operations & Visitor Services Manager**

### **About KID Museum**

KID Museum is an independent, mission-driven nonprofit serving 55,000 people annually. Our dynamic, hands-on, creative learning space serves as a resource for the greater DC region and a model for reimagining learning for the 21<sup>st</sup> century. A national leader in maker-based education, KID Museum seeks to empower kids with skills to invent the future with creativity, curiosity and compassion. Our programs integrate hands-on exploration of STEM, world cultures and global citizenship, with a focus on cultivating the skills and habits of mind to drive innovation. We reach youth from pre-K through high school, with a particular focus on elementary and middle school years, where research shows a precipitous decline in creativity and when large segments of the population (e.g., girls, African-American and Latinx youth) begin to opt out of disciplines that unlock opportunity for personal and economic growth. For more information, please visit [www.kid-museum.org](http://www.kid-museum.org)

### **Overview**

KID Museum is seeking an Operations & Visitor Services Manager to support the daily operations and frontline experience of all visitors to KID Museum. The Manager will play a key role in the overall visitor experience and will be involved in all aspects of daily museum operations. This position will oversee the membership program, manage customer data, and provide excellent customer service related to KID Museum programs and services. The position will report to the Chief Operating Officer. The successful candidate will have demonstrated experience and passion for customer service and operational efficiency in the nonprofit or social service fields.

### **Essential Functions**

- 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
- Oversee and manage volunteer program
- Address visitor complaints and issues, working with appropriate staff to ensure resolutions in a timely manner
- Implement processes and best practices for acquiring and entering data, including training front desk staff on new procedures, refresh on current procedures
- Manage facilities, including room use and maintenance
- Support staffing of museum for onsite and offsite events

### **Qualifications**

- Bachelor's Degree from an accredited college or university
- At least 4+ years of experience in an office environment or front-line customer service
- Ability to work in a fast paced environment and interface effectively with visitors in both conveying information and listening to their questions/complaints;
- Excellent oral and written communication skills;
- Demonstrated ability to organize workload, manage several projects of equal priority at once, and sustain productivity and accuracy under pressure;
- Strong administrative skills; good research, planning, and organizational skills; strong work ethic and follow-through; excellent attention to detail;
- Strong interpersonal skills; good judgment, initiative, and resourcefulness;
- Proficiency in Spanish preferred
- Ability to maintain confidentiality and sensitivity within the museum setting and with respect to customer information;
- Proficiency in the MS Office suite;
- Knowledge of PatronManager or similar CRM systems preferred but not required;
- Availability to work a flexible schedule, including weekends, holidays and special events
- Interest in and enthusiasm for museums and/or science education;
- Extended periods of standing and walking may be required;
- Must be able to lift at least 25 lbs.

To apply, please send a cover letter and resume to [scott@kid-museum.org](mailto:scott@kid-museum.org).

*\*KID Museum seeks to serve all members of our community. We are an equal opportunity employer committed to diversity, equity, and inclusion.*