



KID Museum Operations Manager

About KID Museum

KID Museum is the region's pioneering experiential museum and educational makerspace. We empower the next generation with the skills to invent the future. Through hands-on programming for kids and youth (ages 4-14), we challenge young people to be active makers, who harness their creativity, curiosity and compassion to build a better world. We design and deliver programs across the full continuum of learning for kids in pre-k through middle school in partnership with educators and schools. Our onsite programs, community events, and live, virtual sessions encourage families to learn and explore together, engage kids in driving their own learning, and support educators in the classroom. We are deeply committed to diversity, equity, accessibility and inclusion, and consistently prioritize reaching underserved students of color with these transformative learning experiences that unlock opportunity for personal and economic growth.

Through deep, embedded learning partnerships with public and independent schools, we support students and teachers in developing new skills and the "mind of a maker." This philosophy embodies the mindset that we believe will be necessary for the next generation to successfully compete in an increasingly diverse, interconnected, and rapidly changing workforce, driven by technology.

We empower the next generation with the skills to invent the future, and the mindsets, habits, and skill-sets we teach are practical and powerful in everyday life. We are part of a growing movement to remake education for every young person, putting them in the driver's seat and trusting them to be agents of change. For more information, please visit www.kid-museum.org

Position Overview

KID Museum is seeking an **Operations Manager** to work directly with the Chief Operating Officer, Managing Director of People and Culture, and Senior Finance Manager to support all aspects of the organization's museum operations including, but not limited to, the front office, the facility, and visitor services. They will have a unique opportunity to lead the museum through

its return to in-person programming, following a year of entirely virtual programs due to the COVID-19 pandemic.

The successful candidate will have a Bachelor's degree, plus a minimum of 4 to 6 years' experience in museum management, office services, or facilities management, or a combination of education and experience. They will have proven experience in managing a wide range of operations needs including customer service, facilities management, emergency preparedness, and IT support. Previous front-line customer service leadership experience is important. They will also support the human resources needs of the organization and must have experience in employee onboarding and offboarding.

This is an excellent opportunity for a talented professional to be a part of an organization that has established itself as a significant resource for children and families in the greater DC metropolitan region and is poised for national growth. The Operations Manager will be an integral member of the team as we navigate our return to in-person programming, with the opportunity to grow with the organization over time.

Museum Operations

- Develop and ensure that systems, procedures and practices support effective operations while providing outstanding customer service.
- Oversee, coordinate or perform facilities maintenance, repair, safety and management tasks that promote a clean and safe environment for our team and visitors.
- Negotiate contracts with service providers, inspecting facilities to ensure we meet safety regulations and coordinate renovations and updates.
- Oversee all aspects of in-person programming including adherence to COVID-19 protocols and procedures, procurement and management of PPE, staffing logistics and coordination, and communication with visitors.
- Manage the front desk, including staffing, customer welcoming and intake.
- Address visitor complaints and issues, working with appropriate staff to ensure resolutions in a timely manner.
- Monitor and procure all office supplies, equipment, electronics, furniture and security access keys.
- Ensure that the Museum's rules and safety protocols are followed to reduce the risk of injuries and incidents at the Museum.
- Ensure proper security measures are in place for the workplace, including collaborating with security system vendors or building management.
- Collaborate with building owners and upper management on budgeting for facilities needs.
- Ensure the efficient use and scheduling of Museum facilities by serving as the point of contact for scheduling programs; by maintaining an up to date calendar of all events in Museum facilities; and by scheduling the supervision or participation in these programs by appropriate Museum staff.

Human Resources

- Work with the Managing Director of People and Culture on the annual review of policies that pertain to the operations of the Museum to ensure they are relevant, updated, and in-line with industry standards, practices and recommendations.
- Conduct and support the new-hire onboarding process by ensuring that new staff transition into their new role and KID Museum smoothly and have knowledge of our office protocols; have access to our systems and building; and have the needed equipment, supplies and furniture.
- Ensure that all equipment is collected and all system and building access is terminated for staff and consultants during the offboarding process.
- Serve as the point of contact for all Worker's Compensation claims partnering with the Managing Director of People and Culture.
- Provide other support as needed.

Information Technology

- Manages all organization's IT assets, including hardware, software, and licensing.
- Oversee and coordinate the maintenance, service and repair of all systems and equipment, working closely with external vendors when necessary.
- Provide evaluation and management of organization-wide technology platforms.
- Procure and manage platforms and equipment.
- Successfully complete other duties as assigned.

Minimum Qualifications

- 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.
- Demonstrated experience and passion for customer service and operational efficiency in the nonprofit or social service fields.
- 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.
- Ability to work independently with little, to no supervision.
- Proficiency in Spanish preferred.
- Ability to maintain confidentiality and sensitivity within the museum setting and with respect to employee and customer information.
- Proficiency in both MS Office and Google Suites.
- 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.

The successful candidate must be able to perform the above tasks independently, accurately, reliably, and in a timely manner. Compensation will be commensurate with experience. A comprehensive benefits package will also be included. Please send a cover letter and resume to careers@kid-museum.org for consideration.

Diversity, equity, accessibility and inclusion are important, interdependent components of everyday life at KID Museum and are critical to our pursuit of excellence. KID Museum is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on race, color, religion, national origin, age, gender, sex, ancestry, citizenship status, mental or physical disability, genetic information, sexual orientation, veteran status, or military status.