



## **KID Museum Program Operations Associate**

### **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](http://www.kid-museum.org).

### **Position Overview**

KID Museum is seeking a **Program Operations Associate** to work closely with our education team to execute on the operational aspects of our programs, identify potential areas of improvement and develop/implement solutions to address. They will work in close partnership with the Visitor Services team to support program operations and the guest experience. The Program Associate will also provide logistical support for our programming which includes but is not limited to ordering and organizing materials, setting up locations, scheduling events/visits, and managing program calendars. This position reports to the Senior Director of Program Operations.

The successful candidate will have a high school diploma or equivalent with some college and a minimum of 6 - 12 months customer service experience. Prior experience with a museum or visitor-centered organization is a plus. Bilingual candidates desired.

### **Essential Job Requirements**

#### **Program Operations (65%)**

- Coordinate all aspects of school and group visits including serving as the primary point of contact for all inquiries and booking, as well as managing internal scheduling and tracking systems.
- Order, organize, and track all program specific supplies and tools, ensuring the physical space at all KID locations and storage spaces are well organized and maintained, and that program supplies are prepared for program delivery and are easily accessible as needed.
- Manage participant and visitor tracking and reporting.
- Serve as the primary point of contact for user questions, and interface with the Learning Management System support team as needed.
- Identify additional areas of program operations needs or concerns and work with the Senior Director of Program Operations and others to address said needs effectively and efficiently.
- Handle miscellaneous program and administrative support as needed.

#### **Visitor Services Support (25%)**

- Staff KID Museum front desk two (2) days per week serving as the first point of contact for guests as they enter the space.
- Answer phones, monitor the museum's information email account and voicemail.
- Will occasionally process visitor payments for programs including after school, birthday parties, weekend workshops, etc.

#### **Team and Organizational Initiatives (10%)**

- Contribute and support other organizational initiatives as needed, including but not limited to program facilitation, program design, and cross-departmental initiatives.
- Successfully complete other duties as assigned.

### **Minimum Qualifications**

- Strong organizational skills and attention to detail.
- Good time-management skills and ability to manage multiple projects simultaneously.
- Strong oral and written communication skills; should be comfortable communicating with a diverse audience including parents, families, teachers, and children.
- Open-minded, creative, and able to integrate multiple perspectives into day to day work and projects.
- Able to utilize strong problem-solving skills to make process improvements and resolve logistical and scheduling issues.
- Ability to work collaboratively but also take initiative on independent tasks/projects.
- Flexible/able to adapt to changing needs, direction, projects and priorities.
- Ability to work weekdays and weekends.

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.

Please send a cover letter and resume to [careers@kid-museum.org](mailto: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.*