



KID Museum Manager of Program Operations

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

The **Manager of Program Operations** is responsible for overseeing all aspects of program operations including inventory management, program booking and scheduling, data tracking, program-specific IT needs and support, and developing and maintaining systems for smooth program operations. This position works closely with the Museum Operations, Visitor Services, MarComs and Development staff to provide critical programmatic information and ensure smooth communication between departments supporting the highest quality delivery of the

Museum's programs. This position will supervise the Program Operations Associate and will report to the Chief Program Officer. Incumbent will also work closely with and support the program leadership team.

The successful candidate will have a Bachelor's degree and at least 3 years of experience in an educational setting. Previous leadership experience desired. Experience using Patron Manager or other CRM tools is a plus. Deep understanding of educational programming in informal environments and necessary systems to support development, execution, evaluation, refinement and data tracking is needed. Data systems experience needed.

Essential Job Functions

- Oversee all program operations including inventory management, booking procedures, calendar & scheduling procedures, data tracking, evaluation implementation and analysis, budget tracking and capacity projections.
- Work closely with program managers to refine systems for tracking, reporting and communicating critical program data, budgets, and information.
- Develop capacity models for maximum efficiency given staff resources and physical site capabilities.
- Research technologies and systems and work with external vendors to implement systems to support the smooth operation, execution, and tracking of programs.
- Work with CPO and Director of Teaching to implement systems for internal teaching performance evaluation and feedback.
- Support CPO in communicating key program information to the entire organization and amongst the program department.
- Partner with MarComms and Operations to ensure timely and ongoing promotion of programs, effective supply management, use of onsite and offsite program resources, and pricing and capacity building of KID programs.
- Work with the Operations team to ensure clear communication between ops and education staff and operational support of educational programs.
- Support Director of Teaching and Program Experience with recruitment, hiring, onboarding of Maker Educators, Facilitators and Weekend Contract Educators.
- Lead collection and analysis of performance metrics that track program impact and resource use across KID Museum's programs and initiatives.
- Develop systems for streamlining school group scheduling and data collection, reporting.
- Partner with the Ops team to establish a shared Program Calendar and systems for maintaining flow of information regarding programs.
- Develops and maintains Ed Tech protocols and security features - ensuring that all educational technology is secure and appropriate controls are in place.
- Oversees studio and storage management and needs.
- Successfully complete other duties as assigned.

Minimum Qualifications

- Knowledge of IT and educational technology necessary to support programs, supply inventory, evaluation data, booking, and scheduling.

- Demonstrated ability to think strategically and problem solve for complex cross-organizational issues and challenges.
- Excellent communication skills, both written and verbal.
- Strong analytical and problem solving skills.
- Excellent time management, organizational, and follow-up skills.
- Adaptable, flexible, patient, and able to adapt quickly to change.
- Keen attention to detail.
- Able to create solutions to organizational challenges/problems.
- Works well with other departments and can understand organizational priorities and needs.
- Eager to learn new things and research systems to support programs.
- Generates solutions with resourcefulness.
- Proficiency in G Suite and MS Word, Excel, and PowerPoint.

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.