



KID Museum Director of Program Operations

About KID Museum

KID Museum is the nation's largest educational makerspace for youth. Our mission is to revolutionize how kids learn through the maker experience. Through hands-on programming and deep learning experiences, we empower youth with the creative problem-solving and STEM skills to invent the future. With a focus on engaging populations traditionally underrepresented in STEM, our programs aim to build economic opportunity and diversify the future talent pipeline.

Our vision is to become the standard of excellence for inclusive, impactful maker learning nationally, and a model for how to expand access to maker learning at scale. Our headquarters in the Washington, DC region serves as our innovation hub. In partnership with local school systems, government and philanthropic leaders, we design and deliver K-12 programs that produce results at scale in a large and diverse metropolitan region. We leverage the learnings from this learning lab to create resources, training, and technical support to expand high-impact maker learning nationally. For more information, please visit www.kid-museum.org.

Position Overview

KID Museum is seeking a **Director of Program Operations** who will be responsible for overseeing all aspects of program operations including, but not limited to, capacity modeling, 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 will work closely with the Operations, Visitor Services, Marketing & Communications, and Development teams to provide critical programmatic information and ensure smooth communication between departments supporting the highest quality delivery of the Museum's programs. The incumbent will supervise the Program Operations Associate and will report to the Chief Program Officer. This role will also work closely with and support the program leadership team.

The successful candidate will have a Bachelor's degree and at least 6 years of experience in an educational setting. Previous leadership experience required. 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 required. Experience using Patron Manager or other CRM tools is a plus. Strong knowledge of IT and educational technology necessary to support programs, supply inventory, evaluation data, booking, and scheduling is required.

Essential Job Functions

Lead the Development/Refinement of Systems to Support Program Operations and Execution

- Analyze current workflows and develop supports and systems for efficiency and effectiveness for the education team.
- Oversee the research, development and implementation of systems for all program operations, including but not limited to: field trip booking, calendar & scheduling procedures (staff and programs), inventory management, program data collection and tracking, budget tracking and capacity projections.
 - Work closely with the Senior Director of Programs and Learning Innovation to refine systems for tracking, reporting and communicating critical program data, budgets, and information.
 - Work closely with the Director of Teaching and Program Experience to develop systems such as inventory ordering, tracking, reimbursements, scheduling, deployment in support of the maker educator/ facilitator/ contract educator staff.
 - Research, and partner with external vendors, to identify and implement systems to support the smooth operation, execution, and tracking of programs.

Lead Capacity Modeling and Communications Regarding Capacity

- Lead the efforts to develop capacity models to ensure maximum efficiency is achieved given staff resources and physical site capabilities. Ensure that capacity for professional development is embedded, supported and executed.
- Partner with the program leadership team to assess site utilization, develop recommendations to support new program development and execution feasibility, and program staff deployment models.

Departmental and Interdepartmental Communications

- Collect, assemble and distribute key information (i.e., newsletters, team meeting agendas, etc.) to program staff on a regular and timely basis to ensure alignment of the team.
- Communicate key programmatic information (visitor flow, set up, material needs, partner arrivals, material/supply load ins) to non-program staff, and amongst the program team to ensure clear communication and smooth execution of programs.
- Partner with MarComms and Operations to establish effective internal communication systems to ensure timely and ongoing promotion of programs.

Data Collection, Analysis and Reporting

- Lead the collection and analysis of program data and performance metrics that track resource use across KID Museum's programs and initiatives (including staff time, materials and physical space).
- Work in collaboration with the Chief Impact Officer and the Operations team to design and implement systems to report program data to track and communicate impact.
- Partner with the Ops Team and Senior Director of Programs to establish and maintain a shared Program Calendar and systems for managing flow of information regarding programs.

Other Duties

- Develop systems to manage the departmental budgets, expense tracking, budget reconciliation, reimbursement requests.
- Work in collaboration with the Chief People and Culture Officer and program leadership team to support program staff recruitment / hiring. Maintain tracking systems that support recruitment/hiring process for program team hiring.
- Serve as the primary point of contact for operations for the set up of all new program team members. Will also oversee the program operations-specific onboarding/ new hire training covering how to track budgets, handle program supply needs, navigate the Google Drive Program folder and the location of all program-specific resources.
- Manage, mentor, develop and provide direction to the Program Operations Associate to ensure they have a clear understanding of expectations and have the tools and resources to successfully perform their role.
- Provide oversight and direction to the Program Associate who will handle the daily management of systems that track and monitor program and studio inventory, equipment, displays, and storage needs; making refinements as needed.
- Partner with Operations on education technology protocols and security features - ensuring that all educational technology is secure and appropriate controls are in place.
- Successfully complete other duties as assigned.

Minimum Qualifications

- Solution-oriented, with a demonstrated ability to think strategically and problem solve within and across teams.
- Excellent communication skills, both written and verbal.
- Excellent time management, organizational, and follow-up skills.
- Flexible, patient, resourceful, and able to adapt quickly to change.
- Able to perform with a high degree of professionalism.
- Keen attention to detail.
- Able to work in a fast-paced environment and meet deadlines.
- Works well with other departments and can understand organizational priorities and needs.
- Eager to learn new things and research systems to support programs.
- Proficient 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.