



KID Museum Manager 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 **Manager of Program Operations** to oversee 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 will work closely with the Museum Operations, Visitor Services, Marketing/Communications and Development staff to provide critical programmatic information and ensure smooth communication between departments supporting the highest quality delivery of the Museum's programs. The incumbent will report to the Senior Director of Programs and Learning Innovation and will work closely with and support the entire program leadership team.

The successful candidate will have a Bachelor's degree and at least 4- 6 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

Develop/Refine Systems to Support Program Operations

- Oversee the 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 Programs Leadership Team to refine systems for tracking, reporting and communicating critical program data, budgets, and information.
- Research technologies and systems and work with external vendors to implement new systems to support the smooth operation, execution, and tracking of programs.

Develop and Share Capacity Models

- Work with the Programs Leadership Team to develop capacity models to ensure maximum efficiency is achieved given staff resources and physical site capabilities.
- Work in partnership with the Programs Leadership Team to assess site utilization, develop recommendations for new program development & execution feasibility, and program staff deployment models.

Interdepartmental Communications

- Support and represent the Program Leadership Team in communicating key program information to non-program staff, and amongst the program department.
- 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 collection and analysis of performance metrics that track resource use across KID Museum's programs and initiatives (including staff time, materials and physical space).
- 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

- Oversee studios and storage spaces including addressing equipment, inventory, displays, and storage needs. Also oversee general program inventory and storage needs for the Programs Team.
- Work with the Facilities Manager to ensure Programs office space has adequate storage, furniture and equipment needs.
- Advise Operations staff on ed tech 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

- 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.
- Able to perform with a high degree of professionalism.
- Keen attention to detail.
- Able to create solutions to organizational challenges/problems.
- 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.
- Generate solutions with resourcefulness.
- 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.