

JOB DESCRIPTION

Operations Manager



JOB INFORMATION

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| Job Title: | Operations Manager | Department: | Visitor Services |
| Reports To: | Visitor Services Director | FLSA Status: | Full Time, Hourly |
| Salary | \$15 - \$17 | | |

SUMMARY

Manages all day-to-day operations of the Museum, including the Museum Store and Visitor Services staff, as well as building maintenance, Service providers, and Security. Develops operating policies and procedures, and reviews and recommends vendor contracts. This position is part of a career track with advancement opportunities with the right candidate.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Works under general supervision of Visitor Services Director.
2. Provides and ensures exceptional customer service to all guests.
3. Maintains friendly, effective, and professional relationships with coworkers, business partners, service providers, and guests.
4. Utilizes excellent management and coaching skills to recruit, develop, retain, and schedule a team of friendly and high performing visitor service professionals.
5. Oversees proper cleanliness, sanitation, and care of Museum facilities through maintaining regular janitorial schedules.
6. Secures and protects the Museum's guests and assets, including facilities, equipment and personnel, brand, and collections.
7. Fills in for absent Visitor Services staff as needed.
8. Oversees daily in-store accounting for store sales and transmittal of daily summary sales reports and daily cash receipts.
9. Follows the approved budget, monitors the quality of the Museum's products and services, and ensures maximum guest satisfaction.
10. Develops purchase orders to keep the Museum Store stocked with appropriately themed, desirable, and profitable merchandise to provide financial support of the Museum's Mission.
11. Ensures accurate processing of incoming merchandise orders and regular physical inventory counts, ensuring a high level of accuracy of store inventory.
12. Works with team to develop merchandising displays, proper signage, and ensures that all displays and counters are kept clean and well stocked.

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13. Develops SMART goals for self, department and staff, and motivates team to help achieve these goals. Performs regular performance reviews providing meaningful feedback to staff and self.
14. Assists the Programs Department as needed.
15. Assists with special events as needed.
16. Assist Director with Rentals through staging, showing the space, booking, setup, hosting, and cleanup to ensure "white glove" treatment and industry leading guest satisfaction.
17. Serves as part of the Manager on Duty (MOD) staff and may be called upon to oversee other Museum functions.
18. Prepares monthly, quarterly, and yearly reports and other support material for departmental performance tracking and committee and board use.
19. Attends Museum staff and/or management, and Board of Directors meetings as necessary.
20. Follows the Code of Ethics as a statement of museum best practices and standards.

DEPARTMENTAL ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.
Other duties may be assigned:

Museum Store/ Visitor Service

1. Hires, trains and manages all Visitor Services Representatives.
2. Reviews daily transactions, oversees register activity and register change funds.
3. Manages all Store merchandise and supplies inventory tracking.
4. Manages purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment in the Museum Store.
5. Manages all Membership sales, data entry, communications, and goal tracking.

Security, Janitorial, and Maintenance

1. Manages relationships and schedules with Security, Janitorial, Service providers and maintenance vendors.
2. Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement. Ensures all appropriate follow-up procedures are followed.
3. Schedules and ensures proper cleanliness and sanitation of all Museum facilities and environments.

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4. Coordinates all ordering and usage of janitorial supplies and chemicals.

PERSONAL ATTRIBUTES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Keen passion for the Museum's mission of providing a gateway to the past which educates, entertains, and inspires lifelong learning.
2. Strong customer service focus.
3. Excellent coaching skills for developing a team of high performing professionals.
4. Demonstrated leadership skills to guide the group, develop plans strategically and provide administrative structure to the staff, volunteers and interns as they manage the brand, assets, facilities and equipment of the Museum.
5. Friendly, compassionate, and professional demeanor.
6. A self-starter who demonstrates a high sense of ownership and integrity that is willing to work independently within a team structure, demonstrating initiative and proficiency at problem-solving.
7. Able to communicate enthusiastically, yet maturely, with a wide range of populations and in front of large diverse groups, including all age groups, nationalities, religions, and abilities.
8. Scrupulous attention to detail in all aspects of work is required.
9. Maintains an exceptional level of communication to ensure timely and efficient exchange of information, both positive and negative, using email, text messages, voicemail, and face-to-face meetings.
10. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.
11. Proven ability to deal in a professional and cordial manner with the public and professional colleagues at all times.
12. Ability to plan, service, and supervise a variety of events with the assistance and cooperation of other staff members.
13. Ability to anticipate equipment and other needs for individual events.
14. Dress code is Business/Business casual. The Visitor Services department is the 'face' of the Museum and is held to a high dress code standard.
 - The Museum logo must be present at all times as a uniform requirement. (e.g. branded polo, button-up, jacket, t-shirt, or name tag)

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15. Must have reliable transportation and a current working cell telephone with a number that can be accessed (by voice and text) for contact purposes.
16. Working knowledge of Microsoft Office. Proficient in use of personal computer.
17. Must be willing to have fun while working!

EDUCATION and/or EXPERIENCE

1. Bachelor's Degree in business administration, management, history, education, museum studies or a related field or equivalent experience is required.
2. Experience in retail/visitor service leadership position is required.
3. Non-profit experience a plus.

CERTIFICATES / LICENSES / REGISTRATIONS

1. Food Handlers license and CPR certification a plus.

LANGUAGE SKILLS

1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to deal effectively and courteously with user groups, their representatives, and the general public.
4. Ability to communicate in English in a clear and concise manner, both orally and written. Bilingual is a plus.

REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events, and stimulus may occur simultaneously.
2. Ability to define problems, collect data, establish facts, and draw valid conclusions.
3. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form, dealing with both abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to perform the following as a single act, or simultaneously: stand, reach with hands and arms, climb, balance, stoop, kneel, crouch, crawl, talk, and hear.
2. The employee frequently is required to walk and/or stand for extended periods of time.
3. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds.
4. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

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1. The noise level in the work environment is usually moderate, but there will be cases where the noise level is loud to extremely loud.
2. This position requires evening and weekend work that may exceed 40 hours per week and the ability to work flexible hours, including evening, weekends and holidays.

APPLICATIONS AND INQUIRIES

Cover letter and resume with demonstrable accomplishments to:

Danielle Wetzel, at dwetzel@worldtreasures.org

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