JOB DESCRIPTION
Operations Specialist

JOB INFORMATION

<table>
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<tr>
<th>Job Title:</th>
<th>Operations Specialist</th>
<th>Department:</th>
<th>Visitor Services</th>
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<tr>
<td>Reports To:</td>
<td>Visitor Services Director</td>
<td>FLSA Status:</td>
<td>Full Time, Hourly</td>
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<tr>
<td>Salary Range:</td>
<td>$12-$15 hourly</td>
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SUMMARY
An Operations Specialist assists the Visitor Services Director in maintaining the day-to-day operations of the Museum, including Museum Store, Membership Sales, Rental Space Sales and Event Staff, Security, Maintenance, and Janitorial Staff, while actively seeking ways to support all other MOWT programs. This position is part of a career track in Visitor Services and can lead to promotional 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. Ensures exceptional customer service is provided to all guests.
3. Maintains friendly, effective, and professional relationships with coworkers, business partners, and guests.
4. Assists Director in recruiting, coaching, developing, retaining, and scheduling a team of friendly and high performing customer service professionals.
5. Fills in for absent Visitor Services staff as needed.
6. Ensures transactions are accurately processed through Point-of-Sale system using current practices.
7. Assists with the daily in-store accounting for store sales and transmittal of daily summary sales reports and daily cash receipts.
8. Follows the approved budget, monitors the quality of the Museum’s products and services, and ensures maximum guest satisfaction.
9. 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.
10. Processes incoming orders of merchandise and performs regular physical inventory counts, ensuring a high level of accuracy of store inventory.
11. Develops merchandising displays, proper signage, and ensures that all displays and counters are kept clean and well stocked.
12. Oversees proper cleanliness and sanitation of Museum facilities through maintaining regular janitorial schedules.
13. Assists with the care, maintenance, and security of the Museum’s physical assets and facilities, brand, and collections.
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14. Collaborates with Visitor Services team to develop and achieve departmental goals.
15. Follows the Code of Ethics as a statement of museum best practices and standards.
16. Assists the Programs Department with giving scheduled and walk-in Highlight Tours.
17. Works with staff to coordinate work schedules, facility setup and supplies to ensure adequate coverage and preparation for all activities.
18. Assist Director with Rentals through staging, showing the space, booking, setup, hosting, cleanup, and follow up to ensure “white glove” treatment and industry leading guest satisfaction.
19. Serves as part of the Manager on Duty (MOD) staff and may be called upon to oversee other Museum functions.
20. Assists with special events as needed.

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

Museum Store / Visitor Service
1. Assists with training all Visitor Services Representatives.
2. Resolves POS system issues and recommends improvements.
3. Manages all Store merchandise and supplies inventory tracking.
4. Assists with purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment in the Museum Store.
5. Manages Schedules of all Visitor Services staff.
6. Identifies opportunities to develop procedures and staff.
7. Capable of handling daily deposits and petty cash.

Security, Janitorial, and Maintenance
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.

Banquet Space Sales / Event Management
1. Assists Director with coordinating with Marketing Director to market and sell banquet space.
2. Schedules staffing and security for all events.
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3. Manages all event coordination needs of customers.
4. Ensures excellent customer service for all renters.
5. Coordinates with all vendors to provide needed event material.

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 Service Representative is the ‘face’ of the Museum and is held to a high dress code standard.
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.
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17. Must be willing to have fun while working!

EDUCATION and/or EXPERIENCE

1. Bachelor’s Degree in business administration, accounting, museum studies, a related field or equivalent experience is required.
2. 2-3 years’ experience in retail/visitor service leadership position is required.
3. Prior event hosting and coordination experience preferred.
4. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
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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.
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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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
Send cover letter and resume with demonstrable accomplishments to:
Rhndalee Hinman, at hinmanandassociates@sbcglobal.net
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