Position Title: Operations Manager

Department: Education and Operations
Reports to: Senior Manager of Operations
FLSA Classification: Non-exempt
Type of Position: Full-Time
Hours: 40 hours; Weekend Work Included

GENERAL DESCRIPTION

The Operations Manager oversees day-to-day operations at the Children’s Science Center Lab including supervision of guest services, staff, interns and volunteers, and special event coordination. The Manager ensures the delivery of safe, fun, and quality hands-on educational experiences for hundreds of family visitors each week.

SPECIFIC JOB RESPONSIBILITIES

- Supervise and coach floor staff, interns, and volunteers, coordinating with the Education and Operations management team.
- Work with Education and Operations management team to schedule and allocate staff resources.
- Oversee processing of reservations, pre-event coordination, and post event customer feedback for birthday parties and other events at the Lab.
- Manage daily opening and closing procedures to safe-guard cash and other organization assets at the Lab.
- Ensure daily communications within team at opening and closing to ensure smooth day-to-day operations.
- Maintain facility, galleries, and signage to highest standards of safety, cleanliness, quality and overall appearance, ensuring team follows change management policies and procedures.
- Develop and deliver regular training for staff on policies, procedures, as well as best practices in guest services, program delivery, and audience engagement.
- Work with Senior Manager of Operations to develop and retain a high-performing staff to meet operating objectives and uphold Children’s Science Center core values.
- Document and implement procedures to ensure quality and safety in day-to-day operations.
- Regularly review guest feedback and take necessary steps to continuously improve guest experiences at the Children’s Science Center and ensure those experiences are safe, friendly, fun, and meaningful.
- Work closely with volunteer coordinator to ensure volunteer resources are available to support operations.
- Work closely with intern program coordinator to train and develop youth interns.
- Implement and maintain point-of-sale systems that support and improve visitor experiences and simplify work processes.
- Support special projects, programs, events and other duties as needed.
- Other duties as assigned

QUALIFICATIONS AND CHARACTERISTICS

REQUIRED QUALIFICATIONS

- 3-4 years in a customer service-driven consumer-facing business, non-profit, or museum.
- 1-2 years of experience in overseeing operations and staff.
- Experience with cash management and revenue and expense reporting.
- Bachelor’s, Associate’s degree, or degree in process preferred.
- Successful completion of a criminal background check.
The Children’s Science Center’s mission is to inspire a love of learning science, technology, engineering, and mathematics by providing unique opportunities to explore and create.

IDEAL PROFESSIONAL CHARACTERISTICS

▪ Demonstrated success managing people and operations.
▪ Ability to develop and motivate a team while creating a positive work environment.
▪ Demonstrated ability to operate efficiently, resourcefully and within budget.
▪ Strong attention to detail as needed for safety, reporting, maintenance, and general operations.
▪ Solid written and verbal communication skills.
▪ Strong understanding of audio, visual, and computer systems technologies.

IDEAL PERSONAL CHARACTERISTICS

▪ A passionate advocate for hands-on STEM learning, committed to the Center mission and vision.
▪ An enthusiastic, energetic leader and motivator of diverse employee and volunteer teams.
▪ Particularly engaging in working with the public, including children, ages 2 through 15.
▪ In addition to English, ability to speak Spanish and/or other languages.
▪ Emotionally mature, with a sense of humor to maintain balance and perspective.

BENEFITS

• Full time employees are eligible for benefits including:
  o Paid Medical, Dental, and Vision coverage for employee; partial coverage of dependents
  o Long Term Disability and Short Term Disability
  o Paid Time Off (3 weeks); Paid Holidays (12)
• Additional benefits for all employees include:
  o 401(K) Retirement Plan with 50% matching of contributions
  o Professional Development Opportunities and Partial Assistance
  o Flexible schedule
  o Science Center membership with reciprocity to hundreds of museums around the US and globe
  o Business Casual Dress
  o Credit Union Membership

PHYSICAL DEMANDS OF JOB

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job. While performing the responsibilities of the job, the employee is frequently required to be on their feet for up to three (3) hours at a time; stand; walk; sit; reach with arms and hands; climb or balance; stoop, kneel, crouch or crawl; move or lift at least thirty (30) pounds; and use their hands to finger, handle, and feel. The employee is occasionally required to smell; perform repetitive motions; use eye, hand, and foot coordination. Vision abilities required by this job include close vision (at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

WORK ENVIRONMENT OF JOB

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions:
Frequently required to:
☒ Speak and hear;
☒ Stand upright and/or walk on feet for up to five (5) hours at a time;
☒ Sit for up to five (5) hours at a time;
☒ Reach with arms and hands, including to raise arms overhead to move and lift up to thirty-five (35) pounds;
☒ Vision abilities required by this job include close vision (close vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Occasionally required to:
☒ Smell;
☒ Perform repetitive motions;
☒ Use eye, hand, and foot coordination.

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions, and may be required to wear a protective lab coat, protective glasses, and/or protective gloves. Employee may be required to use chemicals with Material Safety Data Sheets provided. Employee may need to use very hot or very cold liquids. Employee may be required to utilize light tools and equipment in the performance of duties. The noise level in the work environment is typically moderate to loud.

REQUIREMENTS

Experience working with children. Experience working with Microsoft Office (Word, Excel, PowerPoint, Outlook) and ability to learn and utilize museum management and document management systems. Successful completion of a criminal background check. Successful completion of a national background check and drug screening may be required.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the Operations Manager position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. The Children’s Science Center reserves the right to revise duties as needed.

The Northern Virginia Science Center Foundation is committed to equal employment opportunity and providing reasonable accommodations to qualified candidates and employees pursuant to applicable law. We value and encourage diversity and solicit applications from all qualified applicants without regard to race, color, gender, sex, age, religion, creed, national origin, ancestry, citizenship, marital status, sexual orientation, physical or mental disability, medical condition, military and veteran status, gender identity or expression, genetic information, or any other characteristic protected by federal, state, or local law. If you require reasonable accommodation as part of the application process please contact hr@childsci.org.

The Northern Virginia Science Center Foundation participates in E-Verify. We will provide the Social Security Administration, and if necessary, the Department of Homeland Security, with information from each new employee’s Form I-9 to confirm work authorization. Please note that we do not use this information to pre-screen job applicants.