



Where creativity runs wild

Operations Manager [Full time]

Job Summary: The Operations Manager oversees the organization's daily activities and ensures successful organizational function. They are responsible for managing facilities maintenance including the fulfillment of operating procedures. Support the successful transition to our forever home and the inherent changes that will come to operations and programming and the associated shift in responsibilities.

Roles & Responsibilities:

- **Facilities**
 - Maintain high standards for building operations, safety procedures, and routine/seasonal maintenance.
 - Oversee office and facility supplies, including shipments, deliveries, PO Box management, and coordination with UPS/FedEx.
 - Develop, update, and enforce policies for Museum operations and programming spaces (e.g., opening/closing, cleaning, security).
 - Support leadership team with lease compliance
 - Establish and manage vendor contracts (e.g., linen services, cleaning, sidewalk maintenance)
 - Oversee IT & security systems and coordinate with vendors to ensure seamless operations.

 - **Museum Management**
 - Assist the Director of Education with exhibit upkeep, updates, and rotations.
 - Manage small exhibit & facility repairs under supervision or direct guidance.
 - Perform front desk duties, greet visitors and members, provide introductions, and check in guests using the online platform.
 - Process admissions, collect payments, and maintain accurate records.
 - Assist with the implementation & promotion of membership programs.
 - Monitor and enhance the guest experience for all visitors, including members and groups.
 - Act as a "play engineer," engaging visitors with exhibits and interactive experiences.
 - Plan, develop, and execute private Museum events in coordination with JHCM team
 - Support the planning and delivery of Patron Programs and other Museum-related activities in coordination with the Director of Education.

 - **Communication**
 - Coordinate the development and distribution of museum operational updates (e.g., hours, closures)
 - In partnership with the ED team Provide logistical coordination for external communication for programs and events.
 - Ensure accurate and up-to-date signage, wayfinding materials, and museum policies are communicated to guests.

 - **JHCM Team Member**
 - Uphold JHCM values in all interactions with staff, clients, and patrons
 - Facilitate partnerships with other organizations as directed
 - Participate in regularly scheduled check-ins with direct reports. Provide support as needed.
 - Serve as Education Team support and/or substitute as needed
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Our ideal candidate:

- You are an enthusiastic individual with high attention to detail, looking to work in mission driven organization
- You are organized & a strong communicator when it comes to coordinating logistics and working with others
- You have experience with elementary age children and group behavior management
- You have the ability to exercise initiative and good judgement in anticipating problems before they arise
- Excellent attention to detail with a high degree of accuracy
- You have experience related to customer service, visitor management or membership programs

Skills & Experience Required:

- 2+ years of experience of working in a nonprofit or educational environment
- Bachelor's degree in a related field.
- Experience coordinating and overseeing visitor experience/customer service
- Experience in operations and/or facility management
- Experience collaborating with partners and vendors
- Local experience is preferred
- Ability to communicate constructively and effectively
- Ability to reflect and grow; to proactively give and receive feedback
- Effective working in a team setting