



## Operations Manager Job Description

Job Title: Operations Manager

Reports to: Executive Director

Status: Full-Time, Non-Exempt

**Position Overview:** The Operations Manager supports the mission of the Kearney Area Children's Museum through the provision of excellent administrative services. The Operations Manager is responsible for quality service delivery and customer relations for the Kearney Area Children's Museum, including upholding the mission and values of the organization and facility.

### Office Management:

- Review, update, and increase memberships
- Oversee the museum calendar; work with program director and executive director to avoid overlap of events and other museum reservations
- Responsible for all filing and other clerical work in the office and for executive director
- Monitor monthly expirations of memberships
- Create monthly board reports
- Monitor all office equipment
- Manage inventory and office supplies
- Manage the front desk staff and scheduling
- Assist in maintaining exhibits and zones

### Customer Service:

- Serve as office receptionist; answer phone and manages voicemail system; respond to questions and requests
- Maintain knowledge of membership rates/benefits, party packages/prices, group rates, Museum rentals, etc. and discuss options with patrons as inquiries arise
- Book and correspond with all patrons regarding birthday party and field trip reservations and all other museum rental options
- Manage Welcome Desk during play hours; warmly and promptly check in members and admissions of visitors; provide general customer service
- Orient first-time visitors to the museum; provide general guidelines and museum rules, where the restrooms are located, etc.

**Position Qualifications:**

- Bachelor's degree preferred
- Strong communication skills necessary
- Office administrative skills required
- Attention to detail and numbers is a must
- Proficient in Microsoft Word, Excel
- Quick learner with new software programs

**Position Requirements:**

- Must be tactful and courteous in dealing with other professionals and in communicating with board members, customers, members, donors and the general public
- Must be aware of the importance of front-line responsibility in the public's perception of the organization
- Must be able to lift and carry up to 30 pounds

**Hours:** Approximately 40 hours per week Monday through Friday; occasional weekend and evening shifts may be required.

**Pay:** \$12-\$14.50/hour

**To apply:** Email a resume with references and a cover letter to Traci Winscot, Executive Director, at [traci@kearneychildrensmuseum.org](mailto:traci@kearneychildrensmuseum.org).

*The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.*