



# DA VINCI SCIENCE CENTER®

## **Operations Manager (Exhibit and Exhibit Floor) - [Click here to apply](#)**

### **General Description**

The Operations Manager plays a pivotal role as a key player and leader in the overall science center operation. Reporting directly to the Director of Operations, this position is responsible for optimizing day-to-day operations, streamlining workflows, formulating strategy to enhance staff performance and visitor experience. Operations includes the management or coordination of, group center operations, drop-off and pick up operations, exhibit floor management, logistics related with traveling exhibits and visitor services. As a critical member of the Operations Department, this role contributes to the seamless functioning of the science center, ensuring that visitors have a memorable and educational experience while upholding the institution's mission and standards.

### **SPECIFIC JOB RESPONSIBILITIES**

#### **Operations Leadership:**

- Manage day-to-day science center operations, implementing visitor-focused operational procedures.
- Develop efficient scheduling, staffing, and resource allocation systems.
- Collaborate with departments to coordinate operations and ensure a seamless visitor experience.
- In rotation with the Director of Operations, Chair weekly operations meetings for cross-departmental alignment, driving strategic decision-making and problem-solving.
- Monitor operational metrics and track revenue and spending against budget.
- Implement cost-effective exhibit floor management strategies.
- Manage development, documentation, and implementation of comprehensive procedures and guidelines for operations staff.
- Manage development, documentation, and implementation of a comprehensive General Museum Training program for new Science Center staff, including museum orientation, program overviews, customer service, etc.
- Maintain high standards of visitor satisfaction by continuously monitoring and improving operational processes.
- Inform the volunteer program about recruitment needs, scheduling, and operations training.
- Assist the Director of Operations in the administration of the Duty Officer program.
- Leads and works with operations staff at assigned posts and provides prompt feedback and direction to staff to ensure duties and responsibilities are fulfilled.
- Leads morning meetings, ensuring information related to daily operations and key internal messages are shared with staff.
- Serves as Manager on Duty for science center on regular rotation.

#### **Exhibits:**

- Serve as operations lead for installing/deinstalling traveling exhibits, managing logistics, budgets, and timelines.
- Collaborate with other departments to ensure seamless project management for traveling exhibits as well as projects related to the permanent exhibit program.

#### **Guest Experience:**

- Develop and implement logistical plans for Science Center programs, including arrival/departure procedures, guest flow, communication, safety, and access to Science Theater shows, ATAS Innovation Studio challenges, Fab Lab programming, floor demonstrations, reserved lunch spaces, and school



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workshops at the STEAM Learning Center (excluding the periods when the Allentown School District is onsite).

- Work closely with the Steam Education team to foster positive experiences for visitors and ensure program quality, namely by hiring, administering annual reviews and disciplinary actions, planning and tracking schedules and staffing levels appropriate to meet visitor demand and program needs.
- Oversee procedural development and ensure proper storage and inventory management of exhibit props, technology, and supplies.
- Oversee with setting up, running, and troubleshooting operations for public programs, special events, shows, and exhibits.

#### Additional Responsibilities:

- Play a leadership role and be an active participant on the Public Programming Committee or equivalent mechanism for developing and delivering public programming.
- Collaborate with the Animal Care Team in the training of museum staff for animal-based museum programming.

#### Other:

- Support the Science Center's mission and values statement and demonstrate a commitment to diversity, equity, inclusion, and belonging through continuous development, modeling inclusive behaviors, ensuring equitable experiences, and promoting a culture of inclusivity and belonging that embraces the contributions of all team members.
- Weekdays, weekends, and evenings availability required.
- Other duties as assigned.

#### Education Requirements

- Associate or bachelor's degree.
- Minimum 5+ years of experience in a supervisory role within a museum, educational institution, or similar environment.
- Proven track record of success in managing complex logistics and operations.
- Excellent communication, collaboration, and interpersonal skills.
- Strong analytical and problem-solving skills.
- Proficiency in relevant technology and software, namely Microsoft 365, Doubleknot, project management and scheduling applications.
- Passion for science education and creating engaging visitor experiences.
- Experience with visitors with special needs.

#### Requirements

Successful completion of a criminal background checks, including checks through Pennsylvania State Police, Pennsylvania Child Abuse Registry, Federal Criminal History Record (fingerprinting), and completion of PA Act 126 Child Abuse & Mandatory Reporting training course.