

EUGENE SCIENCE CENTER
Position Announcement
(2021-07-05)

Guest Relations & Operations Director

Eugene Science Center, a hands-on science museum in Eugene, OR, seeks an enthusiastic individual equipped with skills related to managing all aspects of daily museum operations including: floor staffing, admissions, retail operations, and front end customer service.

Please review the attached job description and follow the application instructions below.

PLEASE NOTE: This is a full time, non-exempt (40 hours/week) position with full Eugene Science Center benefits.

Application Instructions

We welcome your application, which should include the following 4 items:

- Letter of application
- 1-2 page resume
- 1-2 page bullet-list summary that explains how your previous experience supports the duties and responsibilities listed in the position description
- List of 3-4 references, including name, phone and email, and how you know each person (*Do not send letters of reference as we will contact your references individually*)

Please send your application as an attachment (MS-Word or PDF) to: Tim Scott at tscott@eugenesciencecenter.org

Deadline: Review of applications begins 7/05; open until filled.

Please send this information as an attachment and not in the body of an email.

Eugene Science Center is an Equal Opportunity Employer

EUGENE SCIENCE CENTER POSITION DESCRIPTION

Guest Relations and Operations Director

(2021-07-05)

TITLE OF MANAGER: Executive Director

MAIN FUNCTION

Responsible for ensuring positive and memorable experiences for all Eugene Science Center guests by managing all aspects of daily museum operations including: floor staffing, admissions, retail operations, and front end customer service. Serves as department head for the Guest Relations and Operations team and is a key participant in cross-departmental collaboration.

DUTIES AND RESPONSIBILITIES

Department Leadership (40%)

Serves as manager and leader of the Eugene Science Center's Guest Relations and Operations department, with supervisory responsibility for the department's work and staff. Includes responsibilities in hiring, scheduling, evaluating performance, and ensuring appropriate professional development of the team.

Supports individual and group dynamics with effective communication, decision-making and conflict resolution strategies.

Oversees department budget, and ensures collection and dissemination of relevant operational data, such as attendance and other guest data, store sales, etc.

Guest Relations and Museum Operations (50%)

Oversees opening and closing of museum, monitors safety, order and cleanliness of exhibits, galleries, and all public spaces (indoors and out).

Oversees front desk operations (admissions, membership sales, retail, and central group and room reservations), and daily point of sale financial transactions.

Works admissions desk to welcome museum guests, and sell admissions, store merchandise, memberships, planetarium shows, etc.

Serves as database administrator for admissions and retail software systems.

Anticipates and responds to routine guest needs, including providing emergency response.

Oversees group, meeting room, facility rentals, and invoicing.

Oversees and works collaboratively with Volunteer Coordinator and others to grow our volunteer program and to ensure best practices in volunteer management (including: recruitment, intake, assignment, training, evaluation and recognition).

Oversees museum store operations, including buying and stocking merchandise, inventory management, sales, reporting, and accounting. Coordinates with other departments for merchandise selection and/or promotion as appropriate.

Oversees daily museum cleaning and coordinates evening janitorial service.

Other Duties (10%)

Is involved in select cross-department projects and initiatives.

Assists the organization by performing other duties, consistent with the position, as assigned.

SUPERVISION OF OTHERS

Recruits, trains, and manages regular Guest Relations and Operations professional staff, as well as part-time, seasonal, temporary, and contract staff.

BACKGROUND – SKILLS – ATTITUDE REQUIREMENTS

Positive, friendly and outgoing personality with a passion for providing excellent guest experiences and building relationships with patrons

Must have a passion for connecting children with science, and for working with and serving a wide variety of people

4 year college degree

2+ years managing paid staff and leading teams (including hiring, training, scheduling and evaluating performance)

2+ years experience working in a museum/not-for-profit organization and managing volunteers (including recruiting, placement, training, evaluation, and recognition) strongly preferred

Exhibits excellent judgment in decision-making and problem solving; able to “think on feet” and handle difficult interpersonal situations with grace and poise

Excellent organizational skills and attention to detail. Able to organize self and others in the face of frequent interruptions.

Excellent written and oral communication skills, with special care given to interpersonal communication, timeliness and the ability to handle sensitive information appropriately

Computer literacy: Microsoft Office suite, Gmail, POS (Square)

Retail experience (planning, sales, inventory management, promotion) strongly preferred

First Aid and CPR certification will be required within first 90 days

Reliable transportation and driver's license with good safety record

Personal attributes: strong interpersonal, leadership and collaboration skills, excellent customer service orientation, creative, flexible, resourceful, imaginative, high energy, with great sense of humor

Fluent in both Spanish and English strongly preferred

WORKING CONDITIONS

Fast-paced, non-profit, hands-on museum environment. Must be able to have the flexibility to also work occasional alternate days, holidays, weekends, and evenings. Must be able to work on many projects simultaneously despite frequent interruptions. Must work well in both an individual and team setting. Must be able to lift and move furniture, exhibits, and boxes of supplies.

TIME COMMITMENT

Full time (40 hours per week; preferably Tues-Sat) non-exempt position. Weekend, holiday, and occasional evening work required.

SALARY AND BENEFITS

Starting salary is \$32,500 with full Eugene Science Center benefits provided.

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