

Job Title: Guest Relations & Operations Director

Location: Eugene Science Center

Reports To: Executive Director

Classification: Full-Time, Exempt

About Us

Eugene Science Center is a hands-on science center dedicated to inspiring curiosity, creativity, and critical thinking through inquiry-based experiences for learners of all ages.

We believe in empowering visitors to explore science, technology, engineering, and math (STEM) through engaging, hands-on activities that foster a lifelong love of learning.

Position Overview

The Guest Relations and Operations Director (GROD) leads daily public operations to ensure a high-quality, welcoming, and efficient guest experience. This role oversees admissions, retail, planetarium operations, and front-line customer service.

The GROD supervises department staff, manages operational systems and budgets, and collaborates across departments to support visitor engagement and earned revenue. This position is a member of the leadership team and is responsible for safe, effective, and mission-aligned operations.

Responsibilities

Department Leadership & Management (25%)

- Recruit, hire, supervise, train, schedule, evaluate, and support the professional development of Guest Relations and Operations staff.
- Establish procedures and workflows that support organizational goals.
- Foster a positive, accountable team culture and support individual and group dynamics through effective communication, decision-making, and conflict-resolution strategies.
- Manage department budget and resources.
- Oversee collection, maintenance, and reporting of operational data, including attendance, revenue, memberships, retail sales, and other key metrics for organizational, board, and public reporting.

Guest Experience & Daily Operations (65%)

- Oversee opening and closing procedures, partnering with the Exhibits/Facilities lead to ensure safety, cleanliness, and readiness of exhibits, galleries, the planetarium, and all public spaces (indoors and out).
- Manage and participate in front desk operations, including admissions, retail, event ticketing, memberships, and parking passes.

- Oversee group and facility reservations, including booking, invoicing, and payment reconciliation for field trips, group visits, meeting rooms, birthday parties, and facility rentals.
- Manage retail operations, including purchasing, inventory, sales, accounting, and coordination of merchandise selection and promotion.
- Oversee the scheduling and operation of the planetarium, including public planetarium and laser shows, rentals, group shows, and other special events; coordinate with the Education Department to support live planetarium shows and related programming.
- Administer admissions, membership, retail, parking pass sales & inquiries, and other applicable systems, including group scholarship administration.
- Provide direct guest service support as needed, including responding to requests, inquiries, incidents, and emergencies.
- Maintain emergency procedures and coordinate staff training and drills.
- Coordinate daily facility cleaning and serve as the primary contact for the evening janitorial services contractor.

Organizational Support (10%)

- Participate in select cross-department projects and initiatives, including but not limited to, special event planning and implementation.
- Support overall museum operations as needed.
- Perform other duties consistent with the role.

Qualifications

Leadership & Management

- Minimum two years of staff supervision experience, including hiring, training, scheduling, and evaluating performance.
- Ability to manage teams and multiple priorities in a fast-paced environment.
- Demonstrated sound judgment and strong problem-solving skills, with the ability to make informed, timely decisions in dynamic environments.
- Strong organizational skills and attention to detail, with the ability to manage multiple priorities and frequent interruptions.

Operations & Guest Experience

- Positive, friendly, and outgoing, with a passion for creating excellent guest experiences, building relationships, and connecting children and diverse audiences with science.
- Experience in customer service or front-of-house operations.
- Retail or revenue operations experience preferred.
- 2+ years of experience working in a museum/nonprofit organization preferred.

Communication & Professional Skills

- Excellent written and verbal communication skills, with the ability to handle sensitive information appropriately.
- Approaches challenges with a growth mindset and adapts effectively while navigating complex or sensitive interpersonal situations with professionalism and composure.
- Proficiency with Microsoft Office, Google Workspace, and POS/database systems.

Personal Attributes

- Service-oriented and professional
- Collaborative, adaptable, and resourceful
- Strong interpersonal and leadership skills
- Commitment to diversity, equity, inclusion, and accessibility

Education & Additional Qualifications

- Bachelor's degree is strongly preferred.
- Bilingual Spanish/English strongly preferred.

Requirements

- Valid driver's license with acceptable driving record
- First Aid/CPR certification within 90 days
- Ability to lift and move up to 50 pounds

Working Conditions

- Fast-paced, mission-driven nonprofit environment with frequent interruptions and changing priorities.
- Combination of administrative, supervisory, and public-facing responsibilities.
- Regular interaction with children, families, volunteers, educators, and community partners.
- Schedule flexibility required, including a preference for Tuesday–Saturday during the school year and Monday–Friday during summer months, with occasional evening, weekend, and holiday work.
- Serve as a point of contact for operational emergencies and respond as needed, including outside of regular work hours and on scheduled days off.

What We Offer

- Collaborative, mission-driven workplace
- Opportunity to shape visitor experience and operations
- Professional development opportunities
- **Eugene Science Center is an Equal Opportunity Employer.** We are committed to fostering a workplace where employees feel welcomed, respected, and empowered to contribute their unique talents and perspectives. We encourage applications from individuals of all backgrounds and experiences who share our passion for science education, community engagement, and lifelong learning.

Compensation & Benefits

Salary range: \$43,000 - \$45,000 annually, depending on qualifications and experience.

Eugene Science Center offers a comprehensive benefits package including paid vacation, sick leave, holidays, medical, dental and vision insurance, and a 403(b) retirement plan.

How to Apply

Interested candidates should submit a resume and a brief cover letter detailing their experience and interest to employment@eugenesciencecenter.org with the subject line: **Guest Relations & Operations Director**.

Applications will be reviewed on a rolling basis until the position is filled.



Lead, innovate, and inspire.

Join Eugene Science Center and help create meaningful experiences that spark curiosity, strengthen community connections, and foster a lifelong love of learning.