

**Position:** Chief Operating Officer (COO)  
**Reports to:** President/CEO  
**Status:** Full-time, exempt  
**Schedule:** Monday-Friday. Occasional weekend and evening hours may be required.  
**Compensation:** \$70,000 to \$100,000 annually (DOE) plus medical, dental and vision benefits. 403b retirement plan available.

**Objective:** Reporting to the President/CEO, the COO oversees and manages all aspects of museum operations including visitor services, education, exhibits, facilities, and the volunteer program. The COO oversees content development for museum programming and manages the Education and Exhibits teams to ensure that all offerings are created and delivered in accordance with the museum's educational standards and operational goals. The COO also oversees earned income which includes but is not limited to birthday parties, facility rentals, STEM nights, overnights, school field trips and the Museum Store. The COO is responsible for an organization-wide safety plan and execution of all training of staff regarding safety procedures and policies and is the chair of the Safety Committee.

**Job functions:** The duties and functions of this position include, but are not limited to:

#### **Visitor Services**

- Directly supervises the Visitor Services staff, the Museum Coordinator, Sales Manager, Exhibits Manager, Education Manager, and the Camps & Outreach Manager. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Oversees facility rental sales and packages including pricing, rental guideline/policies enforcement, fact sheets, preferred vendor lists and floor plans with capacities.
- Ensure that the Museum Store, front desk, volunteer department and facilities are operated according to the mission, established policies, procedures, and stated goals of The Discovery.
- In conjunction with the Chief Advancement Officer, assist in the creation, update, production and dissemination of membership marketing materials e.g. letters, new member welcome packs, newsletters, fact sheets, member listings, member questionnaires and brochures; manage inventory of same.
- Management of members-only events.
- Supervises birthday party sales and promotions.
- Payment of bills, documentation of all expenditures and deposits, in current accounting programs for all financial activity related to retail and front desk operations.
- Oversees the selection, ordering, stocking, and display of merchandise that supports the mission of the Discovery, within budget for the Museum Store. Coordinates merchandise selection in conjunction with current museum exhibits and events.
- Oversees a regular inventory of all merchandise on hand.
- Act in the capacity of other positions when necessary.
- Other duties as assigned by the President/CEO.

### **Volunteer Program**

- Establishes a program to recruit, manage, and retain a core team of adult and teen volunteers from the community to fill critical and support roles at The Discovery.
- Work with department supervisors to ensure that volunteers are trained and understand how to accurately complete specific job tasks.
- Oversee application process and thoroughly vet applicants to ensure suitability for working in an environment where children are a primary customer, following background check and other policies as established by The Discovery.
- Oversee creation of volunteer appreciation events, procedures, awards, and other methods to retain volunteers and ensure satisfaction.
- Create and maintain a volunteer guidebook that communicates The Discovery's policies, procedures, and volunteer benefits.
- Establish and maintain relationships with other organizations to aid recruitment, volunteer sharing, and collaborative efforts.

### **Facilities**

- Negotiate annual contracts and terms with facilities and retail vendors.
- Oversee work of contract Building Engineer
- Oversee deferred maintenance plan and execution on building repairs and improvements.
- Acts a museum liaison with any building tenants.
- Oversee and set priorities for custodial staff.
- Other duties as assigned by the President/CEO.

### **Education**

- Create and manage an exhibits master plan and strategy.
- Develop, implement, and track annual budget for museum education and exhibits.
- Facilitate mutually beneficial collaborations and partnerships with other organizations.
- Present to a variety of professional education groups: Early Childhood, Literacy, STEM, etc.
- Assist in writing proposals and budgets as needed for grants and other development related activities.
- Other duties assigned by the President/CEO

### **Requirements:**

- Bachelor's degree in Business Management, Education, Hospitality, or a related field preferred.
- Minimum of 5-8 years' experience training, managing and supervising employees/volunteers with increasing responsibility.
- Proven senior-level problem-solving and planning capability, as well as significant financial, administrative, and day-to-day operating responsibility in a well-regarded nonprofit organization of similar scope.
- Significant management skills and business acumen; ability to hire, develop, retain, and delegate to talented people, as well as define and implement effective management structures and systems and establish and uphold high performance standards.
- Or a combination of education and experience.

**Necessary skills:**

- Conflict resolution skills.
- Understanding and appreciation for The Discovery's commitment to DEAI principles and agenda
- Ability to work enthusiastically, respectfully, and professionally with a wide variety of audiences.
- Financial reporting.
- Ability to develop and lead a team of highly motivated and effective museum professionals.
- Positive vendor relationships.
- Ability to forecast trends and adapt accordingly.
- Excellent verbal and written communication skills.
- Ability to be a "working manager" comfortable with all aspects of museum operations.

**Characteristics:**

- Attention to detail
- Motivated, self-starter
- Organized
- Collaborative
- Excellent people skills and the ability to connect with a wide range of people
- Capable of Multi-tasking
- Able to work with a flexible schedule, including some weekends and/or evenings

**Environment:**

General office environment. Work is sedentary in nature but may require standing or walking for up to 10% of the time. Work is generally performed within an office environment, with standard office equipment available.

**How to apply:**

Please e-mail cover letter, resume, three references to [jobs@nvdm.org](mailto:jobs@nvdm.org). No phone calls please.

*The Terry Lee Wells Nevada Discovery Museum (The Discovery) is an Equal Opportunity Employer and is committed to ensure that all employees and applicants receive equal consideration and treatment, regardless of race, color, creed, gender (including gender identity or gender expression), religion, marital or domestic partner status, age, national origin or ancestry, physical, mental or medical disability, sex, sexual orientation, citizenship, military service status, veteran status, or any other characteristic protected by state or federal law or local ordinance. The Discovery is a drug-free workplace.*