

Position: Museum Experience Manager
Status: Full-time
Schedule: 40 hours/week. Variable schedule. Weekend availability is required.
Compensation: Starting at \$45,000 annually DOE

Objective: The Museum Experience Manager is a key member of the Operations Team, responsible for leadership, supervision, and oversight of Education floor staff and daily museum floor operations. This position ensures exceptional visitor experiences, maintains safe and efficient operations, supports the development and delivery of high-quality STEM programming, and manages department-level budgets and financial reporting. The ideal candidate is a collaborative leader who thrives in a fast-paced, visitor-centered environment and is passionate about inspiring curiosity through science.

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

- **Leadership & Staff Management**
 - Supervise all Education floor staff with support from operations leadership team.
 - Train Educator I and II staff members in customer service, museum policies, safety protocols, field trips, birthday parties, and event operations.
 - Create and manage weekly staffing schedules and ensure staff are informed and prepared.
 - Lead performance management, including coaching, corrective action, and performance evaluations.
 - Participate in hiring processes: resume review, interviews, and onboarding.
- **Guest Experience & Floor Operations**
 - Maintain strong visibility on the museum floor to support guest needs, programming quality, and safety.
 - De-escalate visitor concerns, resolving issues professionally and elevating to Senior Staff when appropriate.
 - Support all core floor operations including field trips, live programming, demonstrations, birthday parties, rentals, and special events.
- **Programming Development & Staff Training**
 - Collaborate with fellow managers (if applicable) or leadership to design, refine, and train staff on science demonstrations, exhibit interpretation, and STEM educational goals.
 - Curate monthly hands-on programming for the Microsoft STEM Lab through external partnerships and internal staff mentorship.
 - Monitor and maintain supply needs for programming, birthday parties, labs, and exhibits.
- **Budget Management**
 - Maintain responsibility for department-level planning, budgeting, forecasting, and financial oversight.
 - Track and maintain monthly department spending to ensure alignment with organizational goals and responsible financial stewardship.
 - Identify opportunities for operational efficiencies and revenue-generating enhancements within education programming and museum floor operations.

- Support grant reporting by providing accurate attendance numbers, supply usage costs, program outcomes, and budget narratives as requested.
- **Volunteer & Intern Coordination**
 - Assist with volunteer and intern onboarding, training, and supervision.
 - Identify opportunities to effectively integrate volunteers into museum operations.
- **Safety & Emergency Response**
 - Respond to first aid incidents and complete reports
 - Act as Incident Commander during emergencies
 - Communicate safety concerns to Senior Staff
 - Serve on The Discovery's Safety Committee, including:
 - Evaluating and improving safety protocols
 - Training staff on emergency procedures
- **Special Event Support**
 - Assist with setup and teardown for special events, including moving furniture, exhibits, and decorations.
 - Complete additional duties or special projects as assigned by Senior Staff.

Required Qualifications:

- Bachelor's degree in science, education, museum studies, or related field
- Minimum 1 year of staff supervision or leadership experience
- 1–2 years of experience in a museum, informal education, or science learning environment
- Excellent verbal and written communication skills
- Strong customer service and conflict-resolution skills
- Ability to lift/push/pull 50 lbs. individually; up to 100 lbs. with assistance
- Variable schedule with weekend availability
- Successful completion of background check and drug screening

Environment: This role requires a blend of floor leadership and administrative work. Standing and walking comprise at least half of each shift, with additional desk time for scheduling, communication, and program preparation.

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