Position: Museum Operations Manager
Reports to: President/CEO
Status: Full-time
Schedule: Variable schedule. Weekend, evening, and holiday availability is required, including scheduled Manager on Duty (MOD) shifts.
Compensation: $45,000 – 62,000 range

Objective: The Museum Operations Manager is a vital member of The Discovery's leadership team. Reporting to the President/CEO, the Operations Manager makes sure every visitor, educator, rental client, and program participant has an excellent experience with the museum.

The Museum Operations Manager's first priority is the admissions and visitor services team. The Operations Manager supervises the Visitor Services team and sets front desk procedures, staffing levels, membership sales, and Altru standards. The Operations Manager also oversees all facility rentals and events, from selling and contracting to planning logistics and working with vendors and clients. As the main contact for all sales functions, the Operations Manager manages reservations, invoicing, and payments for field trips, seasonal camps, overnights, and birthday parties, and oversees daily Museum Store operations, including merchandise selection, inventory control, and promotion that support the museum's mission and revenue goals. The Operations Manager develops and tracks the budgets for each of these areas and supervises the staff who support them.

Working with other museum leaders, the Operations Manager serves on the Safety Committee and shares Manager on Duty (MOD) responsibilities, resolving operational challenges, escalated customer concerns, and special requests. The Operations Manager acts as an ambassador for The Discovery, promoting its camps, rentals, programs, and upcoming events.

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

Admissions & Visitor Services

- Supervise the Visitor Services VSR I & II team. Provide coaching, performance management, and support in partnership with the HR Manager.
- Approve VSR hiring and oversee weekly and special event schedules to ensure adequate staffing for busy visitor days, rentals, exclusives, camps, and birthday parties.
- Establish and maintain written procedures for admissions, membership sales, cash and credit card handling, and front desk operations.
- Oversee membership programs with the COO, including processing, renewals, and reporting.
- Maintain a comprehensive understanding of Altru, the museum's software system. Set data entry standards, run reports, and ensure staff are trained on Altru functions.
- Review daily cash receipts, deposits, and monthly department spending with the Visitor Services Coordinator.
- Provide front desk support as needed for sales questions, unexpected staff absences, busy visitor days, and phone coverage.
- Monitor visitor feedback and resolve escalated guest concerns.

Facility Rentals & Events

- Oversee all facility rental sales, marketing materials, contracts, and pricing.
- Actively solicit new business and provide facility tours to potential clients and partners.
- Manage all data entry and reporting for facility rentals and events. Maintain the organization calendar and resource allocations.
- Coordinate all event logistics with clients and vendors, and facilitate communication between external clients/vendors and internal staff/contractors to ensure successful events.
- Maintain a working knowledge of museum AV assets, including microphones, projectors, computers, and sound.
- Maintain museum event equipment, including tables, chairs, and linens.
- In conjunction with Marketing, create, update, produce, and distribute facility rental collateral; manage inventory of same.
- Periodically conduct, analyze, and report on market research, such as local and regional facility rental packages, vendor and client satisfaction surveys, member needs assessments, and competition analysis.

Sales

- Supervise the Sales Associate who serves as the primary representative for all sales functions, including field trips, seasonal camps, overnights, and birthday parties.
- Maintain a comprehensive understanding of all sales software, including processing sales, booking registrations, entering attendance, running reports, and building queries.
- Communicate and follow up with all potential program clients in a timely fashion.
- Book all reservations, create itineraries and invoices, and collect payments and outstanding balances for all paid programs.
- With the CEO, administer and distribute financial aid dollars to program participants.

Museum Store

- Oversee the daily operations of the Museum Store.
- Supervise the Museum Retail Coordinator.
- Oversee the selection, ordering, stocking, and display of merchandise that supports the mission of The Discovery, in alignment with revenue goals.
- Coordinate merchandise selection with current museum exhibits and events.
- Oversee a regular inventory of all merchandise on hand and coordinate annual inventory audits.
- In coordination with Marketing, promote the Museum Store and its products in the local community.

Safety & Manager on Duty

- Serve on The Discovery's Safety Committee.
- Share Manager on Duty (MOD) responsibilities with other museum leaders, overseeing building operations, staff, and the visitor experience during assigned shifts.
- Serve as the escalation point for operational challenges, customer complaints, and special requests.
- Partner with the Visitor Services Coordinator, who acts as Incident Commander during emergencies, to ensure safety protocols, first aid response, and incident reports are completed and Senior Leadership is notified.

- Manage relationships with outside service vendors (such as Spruce and Cintas).

Budgets & Financial Oversight

- Develop, implement, and track annual budgets for visitor services, facility rentals, birthday parties, and the Museum Store.
- Maintain current and accurate financial records, including reconciliation of receipts associated with assigned credit cards.

Department Support

- Support Development events, including setup and breakdown, bartending, and check-ins.
- Support educational programs and events as needed.
- Other duties as assigned by the Chief Operating Officer.

Requirements: An ideal candidate for this position is a mature, responsible, dependable, calm individual who enjoys working in a fast-paced environment; is people-oriented and satisfaction driven; can handle multiple tasks simultaneously; and has a flexible schedule. Must have excellent managerial and supervisory skills, as well as superior written and verbal communication and budgeting skills. Superb customer service and interpersonal skills and experience with conflict resolution techniques are necessary. Strong organizational skills are a must, along with the ability to meet deadlines. Must have a passion for helping people discover and explore science, technology, art, and math.

- B.A. or B.S. preferred.
- Minimum of 3–5 years of sales experience in high-volume fields.
- Experience in visitor services, hospitality, or retail management; museum or informal science experience preferred.
- Experience in database management; Altru experience preferred.
- Two years minimum experience managing people.
- First Aid and CPR certification preferred.
- Spanish/English bilingual skills preferred.

Pre-employment background check and drug screening are required.

Environment: Combination of general office work and time on the museum floor, at the admissions desk, and at events. Some standing, walking, and lifting and carrying of boxes, tables, chairs, and equipment is required.

How to Apply

Please e-mail cover letter, resume, three references to 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 ensuring 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.

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