

JOB DESCRIPTION

Job Title: Office Operations Supervisor

Schedule: Full-time | 40 hours/week | **Monday–Friday, 9:00 AM–5:00 PM**

Work Location: On-site / Museum

Supervises: Front Desk, Museum Assistants, applicable interns (assigned to office duties)

Position Type: Full-time, permanent, hourly (exempt) range \$32,000 to \$37,000

Reports to: Assistant Director

Organizational Relationship: The Office Operations Supervisor reports directly to the Children's Museum Assistant Director and works collaboratively with other museum staff. The Office Operations Supervisor supervises and coordinates work study students, volunteers, and interns. In addition, he/she coordinates with other Lead Staff and the board of directors.

Primary Responsibilities

- Directly supervise Museum Assistants/Interns/Work Study assigned to the floor, ensuring consistent performance, professionalism, and visitor-service standards.
- Train Front Desk Associates
- Delegate responsibility and expect accountability and regular feedback.
- Coordinate direct supervised employee breaks, job rotation and complete cleanliness of facility at open and close of each day.
- Effectively communicate, prior to the weekend, with Director and Assistant Director, Saturday Front Desk, on weekend needs, parties, special programs or presenters, customer communication and any concerns as they arise.
- Maintain proper inventory levels of consumable materials (office supply, paper supplies, cleaning supplies, exhibit craft supplies), inventory needs and managing vendor relationships.
- Prepare monthly access reports and send to Executive Director and Board President.
- Process bi-weekly time cards and send to Assistant Director for approval.
- Staff scheduling and mobile program staff scheduling working closely with Assistant Director
- Oversight on birthday party bookings, field trip bookings, and Classroom Kit bookings.
- Oversight of phone messages, email, facebook messages
- Oversight of membership processing and card mailing
- Administrator of Museum Individual Coverage Health Reimbursement Arrangement (ICHRA)
- Authorized user of a company credit card for work-related purchases. Fully accountable for appropriate use, documentation, and timely reconciliation of all credit card charges in accordance with organizational policies
- Weekly Bank Deposits- Prepare and process timely and accurate bank deposits for all cash, checks, and applicable credit card batches. Reconcile daily register reports with collected funds, verify totals, and ensure proper documentation is completed and filed according to organizational procedures. Maintain secure handling of all funds prior to deposit and coordinate with leadership regarding any discrepancies.

Unique Responsibilities

Staffing Coordinating

- Assists with recruiting and hiring work study students and volunteers; train staff in procedures and safety practices, collect and file background clearance records. Ensure that all staff, work studies, interns & volunteers have requisite clearances & other required documents.
- In close coordination Visitor Experience Supervisor, manage scheduling, mapping, staffing, and facilitating field trips.
- Monitor timely completion of tasks on Weekly Cleaning List and Project List in office.
- Trains front desk, interns, volunteers, or assistants with office duties.
- Books docents needed for field trips

Communications/Outreach

- Coordinates promotional mailings (fall/winter field trip mailings to teachers, spring rack card mailing to camp grounds, hotels, etc.)
- Drafts thank-you correspondence with donors.
- Creates monthly reports from visitor database for board meeting.
- Actively collaborates with Marketing/Media Specialist, Marketing Committee, and Assistant Director on planning for and addressing marketing needs.
- Social Media- Coordinates with Assistant Director, maintains “master list” for Facebook posts, using industry standards for timing and method of scheduling and posting events for optimal impact. Keep other social media platforms active and updated, such as Instagram.
- Online Listings – Work off of “master list” for online community calendars and digital event listings (created by Marketing/Media Specialist). Ensure timely data entry on all websites for every museum program.
- Distributed annual appeal and maintains mailing list
- Tracks cash donations from individuals (including annual appeal)

Shared Duties with Other Lead Staff

- Acts as site manager during work days as Lead Staff person; delegates tasks/projects to volunteers, workstudies, docents, interns
- Coordinate staffing presence in exhibit halls
- Complete opening and closing checklist for exhibits and front desk; delegate cleaning and tidying, check quality of work completed by students/volunteers.
- Program Posters -- Development of posters, delegating when appropriate. Uses poster “master list” to track completion. Ensures design guidelines are in. Leads biweekly printed poster distribution both internal/ external. Initiates communication with instructors who design their program posters.
- Greets guests in a friendly, informed, and professional manner. Informs guests of the day’s events, membership program, and upcoming special programs.
- Monitors children’s safe, orderly use of the exhibits, gift shop and lobby area.
- In coordination with museum staff, initiate setup and cleanup of program spaces (classroom, exhibit halls, and museum grounds), delegate when needed.
- Processes birthday party, field trip booking and class registrations (when front desk not present).
- Routes mail to appropriate person, routes bills to treasurer (when front desk not present).
- Operates cash register and processes closing reports (when front desk not present).
- Answers phones and routes messages to appropriate person (when front desk not present).
- Keeps the gift shop, lobby, kitchen, and bathrooms clean, tidy, and well-stocked.
- Orders office & cleaning supplies as needed.

- Regularly adds tasks to Project List.
- Setup/cleanup classroom for Simple Birthday Parties – liaison with birthday family.
- Facilitate field trips – Coordinate with lead staff from school on rotation of groups and payment. Welcome students and chaperones and outline museum rules. Ensure supervision of student behavior, keeping children safe and museum property safe.
- Provides other office-related and exhibit-related support as needed.
- Other duties as needed.

Standards & Competencies (What Success Looks Like)

- **Effective Leadership & Team Accountability:** Staff are well-trained, supported, and held accountable, with clear expectations and consistent performance standards.
- **Organized & Efficient Operations:** Scheduling, bookings, inventory, reporting, and daily procedures are handled accurately, proactively, and on time.
- **Clear & Professional Communication:** Information is communicated promptly and clearly to staff, leadership, board members, and guests.
- **Administrative & Financial Accuracy:** Reports, timecards, deposits, memberships, and credit card usage are processed accurately and in compliance with organizational policies.

Required Qualifications

- High school diploma or equivalent required (Associate's degree or relevant coursework preferred).
- 2+ years of supervisory or team leadership experience, preferably in a museum, nonprofit, educational, or customer-service environment.
- Experience supervising staff and/or leading teams, interns, or volunteers.
- Demonstrated ability to manage competing priorities in a public-facing environment.
- Comfort using basic reporting tools (e.g., spreadsheets, checklists, work-order logs) and documenting maintenance/incident information clearly.

Preferred Qualifications

- Experience with staff scheduling, volunteer coordination, and training.
- Strong administrative skills, including report preparation, database management, and timecard processing.
- Experience managing bookings or event coordination (field trips, birthday parties, programs, etc.).
- Proficiency in Microsoft Office, Google Workspace, and visitor or membership database systems.
- Demonstrated ability to manage inventory, vendor relationships, and basic financial tasks (deposits, reconciliations).
- Strong organizational, communication, and problem-solving skills.
- Ability to work independently, manage multiple priorities, and serve as on-site lead staff when needed.

Physical & Environmental Requirements

- Regularly required to stand and walk for extended periods across exhibit halls.
- Frequent bending, reaching, and lifting/carrying supplies and materials (typically up to **25–40 lbs**, adjust as needed).
- May require occasional ladder/step-stool use (per safety policy).
- Works around cleaning supplies, exhibit materials, and moderate noise typical of a busy museum environment.

Additional Notes

- **Background check** and/or reference checks may be required (if applicable).
- Must maintain a professional, visitor-focused presence and model safe practices at all times.