



Operations Manager Job Description

Job Position/Title: Operations Manager

Job Status: Full-Time, Exempt

Reports to: CCM Executive Director

About the Cheyenne Children's Museum

The Cheyenne Children's Museum (CCM) is a 501(c)3 non-profit organization opening a newly constructed children's museum in the heart of downtown Cheyenne, Wyoming, in 2025.

About the Position

The Cheyenne Children's Museum is seeking an adaptable, enthusiastic and detail-oriented individual to join in shaping the success of CCM. The Operations Manager will be a critical member of the CCM team who contributes to the efficient operation of the museum by performing a variety of administrative tasks that include supervisory responsibility for volunteers and the facility. Reporting directly to the Executive Director, this full-time, exempt position is anticipated to require regular weekend work, occasional special events, and evening and major holiday work. Once CCM is fully staffed and operational, scheduled work hours will be adjusted accordingly.

Job Responsibilities

Museum Operations Management:

- Performs duties associated with the opening and closing of the museum
- Welcomes and directs visitors
- Assists with creating and maintaining databases for admissions, memberships, gift shop, and special events (field trips, birthday parties, meeting space rentals, etc.)
- Coordinates and schedules all field trips, birthday parties, and educational programming.
- Assists with managing museum membership programs
- Assists in conducting educational programming as needed
- Assists with maintaining museum appearance, cleanliness, and working order
- Performs other general clerical duties which may include recordkeeping, managing petty cash, maintaining office supplies and handling correspondence
- Manages the point of sale system as it relates to public-facing use, internal CCM operations and volunteer training and reporting
- Handles visitor concerns, comments, and complaints as needed, and communicates visitor and staff concerns and comments to the Executive Director. Ensures that guest concerns are addressed promptly and professionally
- Other duties as assigned by CCM Executive Director

Volunteer Program Development & Management

- Supervises volunteers on a day-to-day basis
- Assists with volunteer role development and recruitment
- Assists with developing and implementing volunteer policies and procedures
- Assists with developing and implementing volunteer orientation and training
- Develops and coordinates volunteer schedules
- Other duties as assigned by CCM Executive Director

Skills/Abilities

- Genuine interest in engaging and working with young children and families
- Detail-oriented, positive and professional
- Exceptional verbal and written communication skills
- Ability to think creatively to solve problems proactively without direct supervision
- Knowledge of basic personnel supervision practices
- Knowledge of computers, including proficiency of Microsoft Office
- Ability to train, supervise and direct volunteers
- Ability to plan, organize, implement, supervise, and evaluate critical program components of the day-to-day operations of a children's museum
- Ability to manage multiple tasks simultaneously with a minimal degree of supervision
- Ability to establish and maintain good working relationships with volunteers, co-workers, other stakeholders, and the public

Qualifications

- Ability to pass a full background check
- Fully insured vehicle and driver's license
- Associates Degree and/or subsequent work experience in a customer-service environment
- An exceptional service record in customer service, management, hospitality, or cultural organizations may substitute for part or all of the degree preference
- Personnel management and/or volunteer coordination experience is strongly preferred

Physical Demands/Working Environment

- Ability to remain standing, walking, or sitting for long periods, move up to 40 lbs., and interact with children and adults in our exhibits, including a multi-level climber
- Ability to work effectively in a fast-paced, highly sensory, stimulating work environment due to constant interaction with other staff and visitors, which includes children

Compensation

\$40,000-\$45,000 DOE (CCM employee compensation to be reviewed after first 6-12 months of opening operations).

To Apply

Interested Applicants may send their resume and corresponding cover letter to CCM at: office@cheyennechildrensmuseum.org. Applications will be reviewed on a rolling basis, with priority given to those reviewed before December 24, 2024.

The Cheyenne Children's Museum is committed to equal opportunity for all employees and prospective employees without discrimination based upon race, color, religion, national origin, sex, age, personal appearance, sexual orientation, political affiliation, family responsibilities, disability, matriculation, marital status or any other category protected by law. This policy applies to all aspects of employment at CCM, including, but not limited to recruitment, promotion, compensation, benefits, training and development, access to facilities, discipline, separation of employment and other terms and conditions of employment.