



Museum Experience Manager

Department: Operations

Reports to: Assistant Director

Classification: Exempt

Salary Range: \$40,000-\$45,000, annually

Schedule: Full-time, 40 hours per week

Position Overview

This leadership role supports the execution of ECM's mission by overseeing the daily operations of the Museum, including staffing, scheduling, supervision of museum assistants, exhibit operations, safety, and cleanliness. The Operations Manager ensures the facility runs safely and efficiently while delivering a high-quality, engaging guest experience in collaboration with administrative staff.

Essential Duties and Responsibilities

- Leads daily operations to ensure the museum is safe, clean, staffed, and guest-ready.
- Completes daily walk-throughs.
 - Identifies facility and exhibit needs and communicates operational concerns for resolution.
- Assigns floor coverage and directs staff in opening procedures.
- Leads a daily morning meeting to communicate expectations, key information and priorities.
- Oversees staff opening and closing procedures, including cash handling and balanced drawers.
- Provides direct, on-the-floor supervision of staff throughout the day.
- Assigns tasks, monitors performance, and provides real-time direction and support.
- Ensures completion of daily checklists.
- Creates and manages staff schedules; adjusts staffing as needed.
- Tracks staff attendance and maintains the point system.
- Manages staff incentive system.
- Coordinates staff evaluations.
- Schedules and leads quarterly staff meetings.
- Ensures staff are trained on safety procedures, exhibits, and expectations.
- Monitors inventory levels and coordinates ordering and restocking of operational supplies as needed.
- Is familiar with emergency protocols and ensures staff are trained and prepared to respond appropriately.



Qualifications

Strong consideration given to:

- 2–4 years of experience in operations, retail, hospitality, food service, or other team-based environments.
- Experience supervising staff and managing schedules in a fast-paced setting.
- Experience supporting staff training and development.
- Experience in a museum, cultural institution, or other public-facing environment.
- Basic knowledge of facility operations or maintenance.
- CPR/AED certification (or willingness to obtain).

Required:

- Ability to pass PA criminal record, child abuse history, and FBI fingerprint clearances.
- Self-motivated leader with the ability to take initiative, problem solve and work independently while supporting a collaborative team environment.
- Strong verbal, written, and interpersonal communication skills.
- Strong organizational skills with the ability to manage multiple priorities.
- Ability to build relationships with internal team.
- Team-oriented mindset with the ability to balance independent responsibilities.
- Ability to work weekends.