



The Science Zone
222 E. Collins Dr.
Casper, WY 82601
(307) 473-9663
TheScienceZone.org

Job Description: Operations Administrator
Full-time – 35-40 hours per week

Operations Administrator delivers quality museum experiences to our community through customer service, leadership, and care to support the museum's mission of *Inspiring Curiosity* in our guests, volunteers, staff, board, and donors.

Duties & Responsibilities – Front desk/Other Operations Administration

- Provide quality customer service over the phone to answer questions about museum hours, admission policies, programming, camps, and other services.
- Guide visitors through check in and admission to the museum, sales of birthday parties, memberships, camps, and other programming.
- Maintain a welcoming and inviting museum lobby, gift shop, and museum floor.
- Input data and information into appropriate databases or systems.
- Communicate effectively and efficiently with other staff and management.
- Maintain established processes for all sales accurately and securely.
- Assist with special events, fundraisers, exhibit moving, and other operational tasks.
- Maintain a positive demeanor.
- Maintain communication with contracted personnel to clean and disinfect the museum and its exhibits, following good cleaning practices to ensure comfortability and confidence of a clean environment. This position is the main contact for maintenance contractors.
- Assist with maintenance and upkeep, cleanliness, and minor repairs of exhibits.
- Be able to take on tasks and adapt to the needs of an unexpected situation that may arise for either cleaning of the museum or with other operations.
- Maintain front desk schedule and support operations staff and volunteers.
- Communicate with other departments to maintain operational needs for programs, events, memberships, and volunteer management.
- Maintain gift shop inventory and place merchandise orders as needed.
- Track and complete online membership and product orders; preparing and shipping of online orders.
- Oversee birthday party communications with departmental needs, scheduling, and customer relations.
- Developing and deploying marketing materials both digital and print.
- Membership: Develop and maintain recruitment and retention plan.
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Minimum Qualifications:

- Basic knowledge of email, internet, and Microsoft suite (Word, Excel, PowerPoint) and other office equipment, such as printers and scanners.
- Ability to work under direct or indirect supervision.
- Ability to maintain a friendly demeanor with visitors, staff, volunteers.
- Ability to communicate effectively in writing or verbally with other staff, visitors, and the public
- Ability to lift up to 50 pounds infrequently, 25 pounds semi-frequently.
- A valid Driver's License.

Preferred qualification:

- High School Diploma/GED or equivalent
- Previous operational or administrative experience preferred
- Customer Service experience
- Availability on Saturdays and some evenings
- Willingness to be open and respectful of all backgrounds

Please note that this is not an exhaustive list of all duties that may be assigned, but a guideline for what one could expect to be assigned.

All employment is contingent upon the successful completion of a background check.

