

**The Weekend Manager and Operations Coordinator** is a vital member of our management team, ensuring our staff is supported and our customers receive exceptional care.

This is a full-time hourly position working Wednesdays through Sundays. (Off Mondays and Tuesdays.) The Weekend Manager and Operations Coordinator works closely with the Guest Engagement Manager in scheduling shifts, supporting daily operations and serves as a Manager on Duty on weekends. This position also provides support in inventory management for our cafe, gift shop and museum supplies.

As a weekend Manager on Duty, you will be responsible for overseeing operations and activities during weekends, ensuring a safe, engaging, and educational experience for visitors. This position requires strong leadership skills, a passion for working with people, and the ability to manage staff effectively.

#### Key Responsibilities:

##### Staff Supervision:

- Manage weekend staff, including front desk personnel, educators, and volunteers.
- Delegate tasks and responsibilities to staff members.
- Ensure the museum is thoroughly and regularly sanitized throughout the day and at close.

##### Safety and Security:

- Provide prompt, compassionate leadership during emergency situations
- Ensure building is safely secured throughout the day and at close
- Conduct regular inspections of the facility to identify and address any safety concerns.

##### Operations Management:

- Oversee ticket sales, admissions, and membership services.
- Monitor building capacity by analyzing crowd numbers
- Supervise welcome desk, group visits, educational activities, and birthday parties
- Provide top notch customer service, resolving conflicts quickly and with compassion and professionalism.
- Process daily cash counts
- Troubleshoot exhibit IT and Point of Sale issues quickly and accurately

##### Visitor Experience:

- Ensure a positive and welcoming atmosphere for all visitors
- Interact with children and families, providing assistance and information
- Monitor exhibits to ensure they are functioning properly and that visitors are using them safely.

##### Event Coordination:

- Assist with the execution of special events and programs held on weekends.
- Coordinate with vendors, performers, and other stakeholders as needed.
- Ensure that events run smoothly and meet the museum's standards for quality and safety.

#### Inventory Management:

- Monitor inventory levels and anticipate needs to ensure adequate supply for cafe, gift shop and cleaning supplies.
- Coordinate with vendors and suppliers to order and replenish inventory as needed
- Receive, inspect, and verify incoming shipments of inventory
- Organize and maintain storage areas

#### **Skill Requirements**

- Experience as a supervisor of other team members
- Ability to handle money, registers and navigate our point of sales system
- Strong leadership and interpersonal skills
- Strong, effective verbal and written communication skills to interact clearly with customers and staff
- Flexibility and ability to adapt to change

#### **Schedule**

This is a full-time hourly position working Wednesdays through Sundays. (Off Mondays and Tuesdays.)

Wednesdays, Thursdays & Fridays: 8:30 a.m.-5:30 p.m.

Saturdays 9 a.m. - 6:30 p.m.

Sundays 12 p.m.- 6:00 p.m.

#### **Benefits**

Paid time off

401(k)

Health insurance stipend

Employee discount

#### **Physical Demands**

- Walking, standing, stooping, bending for periods of time
- Pushing/pulling carts, carrying items
- Occasional lifting of 20lbs
- Operates a computer

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties and responsibilities may change at any time.

Before hiring, a thorough background check will be completed

#### **About the Museum**

The Nido & Mariana Qubein Children's Museum opened two years ago in downtown High Point and has welcomed more than 300,000 people. The children's museum was awarded North Carolina's Visitor Attraction of the year by The NC Travel Industry Association. We call ourselves the Happiest Place in High Point. We must ensure this is a happy place to work.

Opinions of our staff are valued and appreciated as our museum continues to grow and build on our knowledge and successes.

Please send a letter about yourself and your resume to [MWard@Qubeinchildrensmuseum.org](mailto:MWard@Qubeinchildrensmuseum.org)