

TMA TROUT MUSEUM OF ART

OPERATIONS MANAGER JOB DESCRIPTION

INTRODUCTION

The Trout Museum of Art (TMA) seeks a talented Operations Manager during an exciting period of momentum and growth in our programming and operations to energize the love of art in the Fox Cities and beyond.

The mission of the Trout Museum of Art (TMA) is to inspire and connect all people through creativity and the visual arts using our exhibitions, educational programs, and community engagement events.

POSITION SUMMARY

The Operations Manager is a full-time position strategically created to help realize the museum's mission, vision, and strategic plan by ensuring TMA's location inspires visitors with a warm, comfortable, welcoming environment for a greater sense of belonging and deeper engagement with art.

Working closely with the staff, president, TMA Board of Director's Facilities Committee, the Operations Manager's primary responsibilities are to generate and implement superior customer service and destination experience that promotes membership, community engagement, shopping, safety, and the security of our exhibitions and educational programs.

The Operations Manager focuses on our guests experience and facilities operations, all while staying true to advancing the museum's mission and impact.

PRIMARY RESPONSIBILITIES

Museum Store and Gallery:

- Teach VSA's to make strong personal connections with guest when they visit TMA.
- Manage day-to-day operations of the museum gallery and store.
- Drive sales of TMA memberships and Museum Store items.
- Schedule and oversee visitor service associates and other volunteer staff.
- Create training sessions for staff to greet guest, sell memberships and store merchandise, and how to use our Altru point of sale system.
- Purchase Museum Store inventory base on sales reports, bestselling categories (home, jewelry, toy, etc.), and for people looking for:
 - Art and design related items or that have art education value.
 - High-quality, unique, well-designed items or gifts.
 - A keepsake from their experience at the museum.
- Manage store inventory and report to Finance Director.
- Create attractive merchandizing and storefront displays that drive sales.
- Reach budget driven sales goals for Museum Store.

Facilities Management:

- Work closely with the President and the TMA Board of Director's Facilities Committee to create a superior destination experience.
- Update the museum's environment to be more secure, flexible, and exciting as activities change.
- Plan and execute building project plans (repairs, improvements, and annual inspections) based on building assessment.
- Work with Finance Director to plan and allocate budget funds to building projects during our budget planning cycle and based on our Facilities Project Schedule.
- Maintain and change building access, elevator and door schedules, and security systems.
- Work with contracted maintenance staff.
- Organize and inventory all storage spaces.
- Update basement to create useful pre-install space for building, framing, and staging exhibitions and their materials and tools.
- Work with curator to schedule adequate installation staff during installation timeframe.

Program Support – Events, Programs, and Exhibitions:

- Manage operational aspects of events, programs, and exhibits, secure and reserve vendors for event equipment and supplies, setting elevator and door schedules, staffing, etc.
- Help with arrangements for exhibition installation, crating, un-crating, hanging, lighting, and shipping.
- Work with education manager to ensure that gallery staff is knowledgeable on the educational offerings and helpful with the daily operations of classes, tours, and field trips.

Supervisory Responsibilities:

- Manage VSA and docent staff (5-10 people).
 - Create monthly gallery work schedule based on what's happening at TMA.
 - Schedule customer service training and retail sales training
 - Train staff in all operations: opening, closing, security, Altu operations
 - Write job descriptions and yearly objectives
- Build and manage volunteer staff.

Communication:

- Use our operations meetings to communicate with exhibition, marketing, and education programming on a weekly basis.
- Use Facilities Committee meetings to work on the strategic plan initiatives, brainstorm ideas, solve problems, ask advice, and vet new policies related to operations.
- Create positive image of TMA at the front desk and museum store with superior customer service and kindness.
- Communicate with curator and education manager for smooth operations of education and exhibition programming.

REQUIRED QUALIFICATIONS

Successful candidates for this position must exhibit:

- Friendly demeanor and customer-oriented approach
- Strong customer service skills
- Ability to write clearly
- Strategic and goal-oriented approach to work
- Strong organizational and time management skills
- Strong sense of personal accountability and responsibility for actions and performance
- Tactfulness and discretion with confidential and privileged information

Required Education and Work Experience:

- 4-year college degree preferred
- 3+ years of experience in museum, gallery, retail operations

Physical Requirements:

- Ability to climb ladders
- Move, load, and unload crates and boxes with the assistance of dollies and other lift assists.
- Lift display materials such as plinths and vitrines
- Work with lighting

ESSENTIAL JOB FUNCTIONS

- Excellent skills in Microsoft Office applications
- Ability to learn Blackbaud's Altru database system
- Ability to learn WordPress to make website updates related to exhibitions and virtual exhibitions
- Ability to work some evening and weekend hours
- Ability to sit or stand for extended periods for some special events
- Ability to read, write, and speak English proficiently
- Knowledge of Adobe Creative Suite is a plus
- Love of the visual arts

SALARY AND BENEFITS

The TMA offers a competitive salary, benefits, and generous flextime policy. The starting salary for this position is commensurate with experience.

SUPERVISION

Reports to President

ADDITIONAL REQUIREMENTS

All offers of employment are conditioned upon a background check.