



CHICANO PARK

MUSEUM AND CULTURAL CENTER

Job Description

Job Title: Museum Operations Manager

Pay: \$27.00-\$30.00 an hour

Full Time, Wednesday-Sunday (subject to change)

Benefits included

About Chicano Park Museum and Cultural Center (CPMCC):

With a mission that seeks to “educate and empower individuals to become agents of change in their own communities.” Chicano Park Museum and Cultural Center is a non-profit organization focusing on the exhibition, research, interpretation, and collection of contemporary and traditional Art (all art forms including music, dance, visual, theater, literary, multidisciplinary, interdisciplinary, film, video, multimedia etc), History, and Science, along with providing cultural events, activities and services.

We provide educational programs, activities and events for the public, including schools, including K-12 (public, charter, home and private), post secondary colleges, universities, specialty and trade); libraries; social services; health services; community development services centers and other public venues as well as utilizing social media channels and the organization’s website to provide facts, statistics, and other related data on the arts, culture, history and sciences of Latino/a, Chicano/a, and Indigenous peoples of the Americas.

General Description

The Museum Operations Manager is responsible for overseeing the day-to-day administrative functions and logistics of the CPMCC’s facility and maintaining positive visitor experiences. The Museum Operations Manager is in charge of supervising staff (Guest Services Associate, Security, Maintenance Contractor, Custodial Contractor, and additional vendors), coordinating space reservations and maintaining the museum’s facilities. The Museum Operations Manager works closely with various team members and may also be involved in budgeting, planning, and implementing policies and procedures to enhance museum guest experience. This includes developing and overseeing a visitor evaluation program, and managing site opening, closing, and cash register during operational hours.

The ideal candidate will be a skilled professional with extensive hands-on experience coordinating staff and contractors, ensuring a safe, clean, and functional work environment. This position will be vital in maintaining building systems, identifying, and resolving maintenance issues. The Museum Operations Manager works closely with the Executive Director.

Duties & Responsibilities:

Management

- Manage museum staff, including scheduling, training, and performance evaluations. Supervise Guest Services Associates, Maintenance, and Security. Ensure staff are well-prepared and equipped to provide excellent service to visitors.

- Oversee daily operations of the museum, ensuring the facility is clean, safe, and operational.
- Identify improvement strategies, communicate recommendations for improvement on Museum operations.
- Must be knowledgeable and inform staff of safety, security and emergency procedures.

Administrative Responsibilities

- Organizes and maintains the calendar and schedule for space reservations at the CPMCC.
- Clearly and professionally communicates with personnel/organizations interested in requesting space reservation. Organizes any details such as sending them the Space Reservation Request form, arranging the agreement of what CPMCC staff member will open and close the space requested, understanding the needs of the guests (chairs, tables, materials, etc.), and the process of receiving donations.
- Leads the coordination of setting up for space reservations, ensures to communicate to other staff if help is needed.
- Oversees and maintains inventory of building supplies while communicating with the Custodian and Maintenance contractors of their supply needs.
- Develop and manage operational budgets, tracking expenses related to facility maintenance, staffing, and programming. Ensure adherence to budgetary constraints.
- Responsible for developing and revising cash handling policies and procedures and ensuring staff compliance.
- Assists in the preparation of the Executive Director's Report including monthly visitor logs, information concerning visitor operations, etc.

Operations/ Guest Experience

- Recommends improvements in operational procedures to enhance visitors' experience.
- Responds to all patron feedback/complaints and visitor operational issues.
- Manage relationships with external vendors and contractors, including those responsible for maintenance, security, plumbing, electrical, etc.
- Participate in special event Facilities duties and work schedules. Must be flexible with a work schedule on occasion.
- Participate in after-hour emergency on-call duties if necessary.
- Develop strategies to engage diverse audiences and promote museum programs to the community.
- Ensure exceptional customer service standards for all visitors, responding to inquiries and addressing any issues that arise during their visit.

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

Working Relationships:

Internal: Executive Director, Museum Store Manager, Guest Services Associate, CPMCC Team Members

External: Museum Guests/ Visitors, Community Members, External Partnered Organizations

Required Qualifications/Experience:

- 3-5 years of related experience in management.

- Ability to work a flexible schedule, including evenings and weekends. Must be onsite and available to work during hours of museum operation hours.
- Strong professionalism, exceptional communication and customer service skills, both face-to-face in person and virtually, and over the phone.
- Excellent interpersonal skills, ability to manage sensitive, confidential situations.
- Familiarity with the Chicano Park Museum and Cultural Center's mission and programs.
- Strong organizational and attention to detail.
- Proficiency with Microsoft Office Suite and Google Docs.

Preferred Qualifications/Experience

- Proficient in Spanish.
- BA desired, HR certification preferred.
- Has knowledge of the Barrio/Logan Heights community and its history of struggle and resistance.
- Proficiency in computer systems and applications including Google Docs, Excel, Square.
- Experience working with maintenance/ building vendors.

Working Conditions: Usual office-type working conditions. Routine physical conditions include walking, carrying, standing, hearing/listening and sitting.

Status: Non-Exempt

Equal Opportunity

Chicano Park Museum and Cultural Center (CPMCC) is an Equal Employment Opportunity Employer and believes in the value of diversity and inclusion. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other characteristic protected by federal, state, and local law.

Consistent with its obligation under the law, CPMCC will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of their job.

How to Apply:

We invite you to apply for this position by visiting chicanoparkmuseum.org/jobs/

To be considered for the position, please submit your cover letter and resume in a combined pdf along with your online application.

Application Deadline: April 14, 2025