

Play Manager

This position is responsible for leading the Sparkologist team and visitors' daily experience in the museum. The Play Manager helps fulfill SPARK's mission by ensuring that guests have a positive experience.

Skills:

- Exceptional customer service skills
- Leadership experience
- Strong communication skills
- Motivated to increase membership sales through enhancing the SPARK experience
- Team player
- Excellent problem solver
- Ability to strategically pivot during busy or hectic times

Responsibilities:

- Leadership of team operations to include
 - Motivating and holding Sparkologists accountable for shift responsibilities
 - Assist with handling call ins and floor coverage with assistance of Ops Manager
 - Ensure front desk and museum exhibits are adequately staffed and operating smoothly
 - Sparkologists will report directly to Operations Manager with the Play Manager providing leadership and direction while on the floor.
- Ability to adjust programming or special needs due to the amount of traffic in the museum
- Ability to step into any museum floor role including Front Desk or Program Facilitator
- Oversight of Sparkologist training
- Motivate and assist the team to reach membership and ticket sales goals
- Work with Ops Manager to provide routine employee feedback - both positive and negative
- Support Program Coordinator to ensure that all programs and activities are prepped and running smoothly at an appropriate time and place
- Assist Ops Manager with SPARK Shop inventory and shop operations

Requirements:

- Non-exempt, part-time position; averaging 30-35 hours per week
- Must have reliable transportation to work
- Must be willing to work most weekend shifts - Ideally Wednesday-Sunday work schedule
- Must be willing to work special events and after hours events and make attending these a priority

Starting Pay: \$16-\$18/hr DOE

Benefits:

- Simple IRA
- Flexible schedule
- Free Family Membership while employed
- SPARK Shop Discount