

NIAGARA UNIVERSITY
JOB DESCRIPTION

NAME: Vacant
DATE: July 2022
JOB TITLE: Operations Manager
FLSA STATUS: EXEMPT
JOB CLASS: FULL-TIME
TITLE OF IMMEDIATE SUPERVISOR: DIRECTOR, CASTELLANI ART MUSEUM
DEPARTMENT: CASTELLANI ART MUSEUM
SECTOR: ACADEMIC

JOB SUMMARY:

With learning and public access at the heart of its mission, the Castellani Art Museum (CAM) seeks an Operations Manager to oversee the welcome desk and gallery experience for visitors and guests. The Manager also oversees internal operations such as the institutional schedule, facilities needs, data collection, and financial/clerical duties for the Museum.

Under the supervision of the CAM Director, the Operations Manager (OM) organizes, coordinates, and maintains the daily visitor and event activities of the Museum. The OM acts as a model visitor services representative, ensuring guests and visitors are greeted and given information to make their visits meaningful and welcoming. Through this public-facing part of the position, the OM schedules and trains work-study students, front-of-house interns, volunteers, and Weekend & Special Event staff. Through training and coaching, they help Niagara University students learn practical and applicable work experience serving visitors/customers.

The OM helps to ensure strong data collection at the front desk and through ticketing. They will work with front-facing staff to maintain the Museum Gift Shop and its inventory. The OM oversees the security and safety of collections and of the building during public hours and event functions. They maintain close relationships with Campus Security for safety and parking.

The OM will grow and manage Niagara University events and private events at the CAM, including contracts, communications, and scheduling. They also will help with coordination and planning for the CAM's events and communicate details with those booking and staffing the event.

As internal functions, the Operations Manager processes all the Museum bills, deposits, gifts, and invoices; they are responsible for counting the cash register, managing our sales reports, and depositing funds. They will also provide clerical support, filing, and supply orders for the CAM and assists the Director with scheduling. The Manager receives and directs inquiries from the main CAM email and phone line.

The work schedule is generally Monday - Friday with some weekends and weekday evenings, including special events during after-hours. This role is 35 hours per week.

ESSENTIAL DUTIES:

- Greet and service visitors in a friendly manner. Manage, coordinate, and supervise Visitor Services staff and volunteers. Answer main CAM telephone messages and emails, and direct questions. Schedule and train Niagara University student work-study and interns on hospitality/front-of-house skills.
- Ensure smooth operations, including the security of collections and buildings. Perform actions to maintain the safety of the Museum, its collection, staff, and visitors during special events, early closings, evacuations, or weather emergency procedures. Communicate with Campus Safety and Museum Director in the event of emergency situations within or around the Castellani Art Museum property.
- Maintain master Museum calendar, as well as update Ad Astra room reservation calendar. Coordinate Niagara University events held at the museum. Coordinate and assist with programs and events conducted by the Museum as required. Staff events as required.
- Track the number of visitors and key visitor information. Compile statistics and submit reports relevant to attendance and earned income. Participate in the CAM Team Meetings; share points about events, operations, security, data, and visitor services.
- Submit Facility Services work orders. Walk through the Museum regularly to ensure facilities are in excellent condition.
- Process all Museum checks and cash deposits, gifts, and invoices. Handle all accounts payable and receivable transactions in a timely manner. Communicate with vendors. Process and track rental, gift shop, and donation income. Monitor and order inventory and supplies. Maintain confidentiality of information.
- Operate office machinery including, but not limited to computers, copiers, shredding machines, and fax machine. Prepare letters, invoices, and other documents using Microsoft Office and Excel. Archive and file documents, records, invoices, and other material on Google Drive, along with physical filing.

- Other duties as assigned by supervisor.

GENERAL DESCRIPTION:

% of Time

- 30% Train, supervise, and coordinate Visitor Services, Niagara University work-study & volunteer schedules to perform high-quality visitor services.
- 30% Process Deposits, Gifts, Accounts Payables, and Accounts Receivables
- 15% Event and Calendar Coordination & Communications; master calendar maintenance.
- 15% Operations and security oversight; building management.
- 10% Provide general clerical assistance and communications to Museum staff.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Strong written and oral skills; able to communicate clearly and concisely.
2. Friendly, patient, service-oriented personality. Great customer service and interpersonal skills.
3. Previous experience coaching and training college students and adults.
4. Excellent organization, time, and project management skills. Keen attention to detail. Also able to work independently and ask for help when needed.
5. Strong software and hardware skills, including Microsoft Office Suite, particularly Word and Excel. High degree of comfort with Google Office (Meets, Drive, Calendar, Forms, etc). Comfort using and scheduling Zoom meetings. The ability to learn new computer software programs. Comfort with iPads and projectors.
6. Proficient in using various office machines including but not limited to: cash register, keyboard, calculator, shredder, computer, copier, and fax machine. Basic mathematical skills to be able to verify the accuracy of work.
7. Acts as a team player: able to work collaboratively with Museum staff, partners, and Niagara University personnel.
8. Exercises good judgment, able to problem-solve and troubleshoot issues. Sensitivity in response to changing situations and needs.
9. Able to work some flexible hours as needed.

ERGONOMIC REQUIREMENTS:

The functions of the position usually performed sitting, but may require some amount of time standing, stooping, kneeling, bending, crouching, lifting, walking, carrying and other movements may be required. Tasks involving working on a computer keyboard, computer software applications, calculator, cutting, labeling, and taping involve the extensive wrist

and hand movement. All individuals are required to be able to perform these movements without significant risk of injury to themselves or others.

QUALIFICATION STANDARDS

- 1) High School diploma required with education, training, and experience that provides the necessary knowledge, skills, and abilities
- 2) A minimum of two years of experience performing similar tasks is required.
- 3) A valid New York State driver’s license is required that satisfies both University and insurance company underwriting rules and regulations for driving a motor vehicle. Must also be able to operate a motor vehicle in Canada.

THE UNIVERSITY RESERVES THE RIGHT TO MODIFY, REASSIGN OR COMBINE POSITIONS AT ANY TIME WITHOUT PRIOR NOTICE.

Employee Signature Date

Supervisor Signature Date

REV: APRIL 2021
REV: MAY 2014
NEW: SEPT 2008
NEW: JULY 2022