

KENTUCKY SCIENCE CENTER POSITION DESCRIPTION

TITLE: Operations Specialist

REPORTS TO: Senior Manager of Operations

SUMMARY:

The Operations Specialist is responsible for the overall maintenance and repair of interactive exhibits, exhibit support components, and physical plant equipment including HVAC. The Specialist also sets up and supports all facility rental activities. Key responsibilities include preventative maintenance, and accurate and timely troubleshooting of exhibits and physical plant components to prevent issues before they occur, repairing and /or upgrading existing interactive exhibits and support systems such as lighting and sound, traveling/temporary exhibit set up/strike, coordinating work with external contractors, and keeping accurate records and logs of maintenance and repair initiatives.

RESPONSIBILITIES:

- Maintain, upgrade, and repair all operational elements of the Science Center through the use and implementation of various components including carpentry, electronic, audio/visual/computer, mechanical, hydraulic, and pneumatic. This includes maintenance and repair of exhibits, physical plant, and equipment.
- Perform opening rounds and accurately document exhibit/physical plant status; ensure all exhibits are operational each morning before the Science Center opens to the public; shut down exhibits after daily closing.
- Proactively respond to issues in a timely manner, identify, troubleshoot and resolve issues expeditiously in order to ensure safety and operational integrity of the Science Center's activities.
- Perform preventative maintenance and repairs through scheduled inspections, maintenance, and upgrades. Coordinate major repairs with external contractors.
- Assist in the repair, maintenance and orderliness of the exhibit/operations shop.
- Maintain a clean, safe work environment by demonstrating a thorough knowledge of tools and equipment; follow proper safety procedures associates with each tool/equipment/material.
- Maintain accurate work records and inventory logs.
- Make recommendations regarding the procurement of equipment, supplies, materials, and contract services including preparing cost estimates, bid specifications, etc. while operating within established budgets.

- Work in collaboration with other departments, and provide support as needed, to plan and coordinate operational aspects of all Science Center activities, including rentals, programs, fundraising events, special events, exhibit and film openings, and membership events.
- Provide support to set-up of changing themes in galleries. Collaborate with staff to make recommendations and implement design and fabrication of interactive exhibits that enhance the Science Center's public programming, school programming, and outreach potential.
- Collaborate with staff to develop and fabricate program support props and equipment.
- Assist in the installation and strike of temporary and traveling exhibits, including loading and unloading of trucks, packing and unpacking of crates, installation and teardown of exhibit components, providing technical support for installation crew, and serving as a liaison between visiting crew members and the Science Center. Organize and distribute information about temporary exhibits to all departments in a timely manner to facilitate adequate planning.
- Support the facility energy management system. Monitor the overall HVAC system to ensure uninterrupted service and a comfortable and safe environment for visitors, staff and equipment. Respond appropriately to repairs / maintenance issues.
- Update facility signage as needed including interior and exterior, exhibit galleries, and Theater. Monitor lighting and replace light bulbs as needed.
- Assist security with the opening and lock-up of the facility, and with deliveries as needed.
- Ensure shop and storage areas (including off-site) are kept neat, clean, organized, and supplied. Keep the shop area and maintenance storage organized with all tools and equipment properly stored. Maintain all tools and equipment in a clean, safe and working order.
- Respond to visitor inquiries in a pleasant, accurate and accommodating manner.
- Maintenance and operation of the forklift, scissors lift, and other equipment.
- Keep abreast of technology and developments in relevant fields that impact operations.
- May participate in Manager on Duty rotation.
- Perform other duties as assigned.

POSITION QUALIFICATIONS:

- Bachelor's degree in electrical, mechanical, computer technology, business administration, construction, engineering technology, property management, designs, or related field. An equivalent combination of training and experience may be substituted.
- Experience in museum, science center, or other exhibit-related institution, preferably with interactive exhibits and / or facilities maintenance and repair.

- Previous experience in a customer service oriented environment preferred.
- Flexible schedule that may include rotating weekends, evenings, and holidays.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of electronic, audio/visual/computer, mechanical, hydraulic, plumbing, and pneumatic processes, tools, and methods.
- Ability to walk/stand for extended periods, lift up to 50 lbs., operate scissor lifts, pallet trucks, and other material handling equipment.
- Ability to troubleshoot and repair a wide variety of systems as they relate to exhibits and physical plant and facilities.
- Able to work independently using good problem solving, judgment, and communication skills.
- Ability to multitask and coordinate multiple projects, and to meet project deadlines.
- Good customer service and interpersonal skills.
- Familiarity with shop tools and equipment including, but not limited to table saw, band saw, jointer, drill press, and various small power and hand tools.
- Ability to work with a variety of materials, including wood, plastics, metal, and laminates.
- Knowledge of the proper and safe use of shop tools and equipment and relevant OSHA standards.
- Basic computer skills and familiarity with the Microsoft Office Suite applications.
- Ability to work as a team member with all Science Center staff and volunteers.

EFFORT:

- Must be able to see, hear and speak. Incumbent spends considerable amounts of time manipulating objects with fingers and hands, and physical activity including standing, walking, reaching, climbing, stooping, kneeling, bending, stretching, working in confining spaces, and working under pressure. May be asked to lift up to 50 lbs. from time to time.

WORKING CONDITIONS:

- Work is performed in a moderately noisy environment that includes many distractions. The work of this position frequently requires the incumbent to be exposed to unpleasant working conditions for short periods of time. These unpleasant working conditions include working around moving mechanical parts; in high or precarious places; around fumes or airborne particles; with chemicals; outside, regardless of the weather; with the risk of receiving an electrical shock; and around vibration.

MACHINES, TOOLS, EQUIPMENT:

- Computer, printer, telephone, photocopy machine, fax machine, shop tools, fork lift

CLASSIFICATION

Range 5

Non-exempt

Reasonable accommodation may be made to those who are able to perform the essential duties of this job.

The Kentucky Science Center reserves the right to revise this Position Description, as it deems necessary.