

JOB DESCRIPTION MUSEUM EDUCATION/OPERATIONS EXECUTIVE

JOB ROLE DESCRIPTION

The Museum Education/Operations Executive will assist the Assistant Museum Manager in the day-to-day running of the museum operations in a smooth and orderly manner. He/she conducts school and museum tours and execute the educational programs for a diverse group of audiences, ranging from preschoolers, students to members of the public.

DUTIES & RESPONSIBILITIES

1. Understand the Company's business and structure.
2. Support and Manage Museum Operations
 - Manage all operational aspects of the museum (MINT Museum of Toys) and retail shop (MINT Shop)
 - Manage admissions and ticketing, membership, guest services and operations crew activities
 - Assist in regulating queue times according to queue management approaches and methods
 - Provide feedback to management team on improving ground operations
 - Managing and supervising event sites and delivering the promised outcomes
 - Maintain compliance of operations teams to business continuity plans
 - Apply digital technology to enhance museum experience
 - Take effort to build customer goodwill, check their satisfaction, welcomes and entertains them
 - Prepare daily/weekly/monthly reports to finance department
 - Provide feedback based on usage of workplace technology
 - Other duties and responsibilities assigned by management
3. Execute and Deliver Programs
 - Facilitates the implementation and execution of museum tours and various educational programs
 - Track program timelines, activities and program flow
 - Organise school visits to the museum and deliver tours and educational programs
 - Liaise with schools, colleges and teachers to promote the relevance and use of the collections and activities of the museum in line with the MOE curriculum
 - Establish relationships and collaborate with relevant agencies/parties to achieve the goal of the program
 - Escalate incidents for follow-up actions
 - Document program outcomes and generate reports on programs and activities
 - Compile, analyse and apply feedback on the educational activities
 - Coordinate collaboration efforts with operations department

4. Drive customer service excellence
 - Implement customer service procedures
 - Attend to customer inquiries, complaints, concerns and request
 - Resolve escalated service issues
 - Consolidate visitor feedback
 - Assist in analysing customer data to understand customer behaviour
 - Apply technology to enhance museum experience and museum facilities monitoring

5. Communication and Interpersonal skills
 - Ability to communicate professionally with volume that is appropriate for the setting, appropriate body language and eye contact
 - Ability to communicate effectively with clarity in any language or situation according to job level
 - Ability to negotiate disagreements and resolve conflict or problem calmly and effectively
 - Always very willing to provide guidance and impart skills and knowledge
 - Always provide accurate and timely feedback/information to colleagues and shares information with others when appropriate

6. Leadership skills
 - Ability to see "big picture" of the operation concurrent with managing the details
 - Ability to listen effectively and articulate ideas in a clear and concise manner both verbally and in written form
 - Confident, authentic and ability to consistently provide sound advice
 - Ability to motivate through encouragement, appreciation and providing constructive feedback for improvement
 - Ability to identify individual strength and weakness and delegate responsibility effectively
 - Ability to provide proper guidance, understanding staff motivations and help the individual to grow professionally
 - Creative and consistently come out with ideas to improve work processes effectively
 - Good business acumen with ability to make quick, firm and good decision
 - Lead by example and always take accountability or ownership of task/projects
 - Treat people fairly with respect, actions are always impartial and objective