

What's Your Engagement Title	Master of Operational Excellence	FLSA Class	Exempt
Traditional Job Title	Manager of Entrepreneurial, Enterprise & Business Initiatives	Type	Regular, full-time, salary
Reports to	COO	Travel	As needed
Department	Finance and Administration	Note	24/7 On Call



OUTCOME ACCOUNTABILITY: EMBODY MISCI AS A SPARK HUB & NEIGHBOR FOR OUR GUESTS, OUR PARTNERS AND OUR FELLOW TEAM MEMBERS. WE VALUE AND CREATE SPARKS OF IMAGINATION AND CREATIVITY WITH STEM; WE VALUE OUR ROLE AS A HUB AND FOR HANDS-ON, TRANSFORMATIVE EXPERIENCES THAT INSPIRE CONFIDENCE AND DISCOVERY AND WE ARE A MAGNET FOR STEM EXPLORERS, KID AND ADULT; WE VALUE OUR ROLE AS A NEIGHBOR TO OUR VISITORS AND TO EACH OTHER, CREATING AN ENVIRONMENT OF WELCOME, SUPPORT, AND DYNAMIC CREATIVITY. THIS POSITION PAYS PARTICULAR ATTENTION TO NEW PERSPECTIVES

IN FINANCIAL GROWTH AND HIGH-LEVEL BUSINESS STRATEGY. DISPLAY PASSION AND ENTHUSIASM WHEN DESCRIBING EACH SCIENCE CENTER AMENITY AND PROGRAM AND PERFORM THESE CORE ROLES:

- Develop, implement, and oversee processes for major initiatives related to procurement, capital projects, and contract management; create sophisticated business development strategies, and create corresponding proposals.
- Develop and promulgate operating procedures, using tact and influence across the organization, to structurally ensure best-in-class, five-star operating processes. Proactively identify obstacles to growth, and eliminate those obstacles.
- Maintains fiscal responsibility and creates a cooperative, communicative, and professional work environment.
- Enhance, revise, or revamp certain processes, priorities, or business models and action plans to generate additional revenue for the organization, based on MiSci's strengths and expertise, and by identifying and correcting revenue leaks, inefficiency, etc.
- Stay informed about trends and emerging opportunities in the science center, museum, non-profit, or amusement sector; re-focus experiences and innovative programs to be proactive not reactive.
- Develop comprehensive pricing strategies to drive maximum guest satisfaction and earned revenue.


QUALIFICATIONS AND EDUCATION REQUIREMENTS:


- Bachelor's degree required; graduate and post-graduate degree(s) preferred.
- Operational familiarity with Salesforce or PatronManager CRM required, Administrative skills preferred.
- 3-5 years in public or private-sector business operations experience required; museum/science center experience preferred.
- 5-7 years working effectively in diverse multi-generational, multi-experiential teams.
- Speak and write clearly in English; must not have legal restrictions on working w/children.
- Superlative organization, presentation, and persuasion skills.


Preferred Skills: Advanced critical thinking perspective with high-level data collection, evaluation and analysis; must have an ability to launch complex, data-driven projects, involving stakeholders of various learning styles.

PHYSICAL DEMANDS: WORKING PRIMARILY IN AN OFFICE SETTING, THIS PERSON WILL WALK ~2 MILES/DAY THROUGHOUT SCIENCE CENTER, LIFT ≤25 LBS. OCCASIONALLY, AND STAND ~3 HRS/DAY. WE HAVE A HANDICAPPED-ACCESSIBLE FACILITY WITH ELEVATORS AND RAMPS AND WILL ACCOMMODATE AS NEEDED UNDER AMERICANS WITH DISABILITIES ACT. WE ARE AN EQUAL-OPPORTUNITY EMPLOYER.

***HOW DO YOU CREATE MOMENTS TO IGNITE A SPARK, BUILD ATTRACTION TO OUR HUB, AND BE A NEIGHBOR FOR MISCI:**

 You Ignite SPARKS when another team member learns how to succeed at his or her job because you inspired learning by thoughtfully and respectfully questioning a traditional method of doing something.

 You attract people to our HUB when you streamline policies and procedures to improve our guests' experiences.

 You are a NEIGHBOR when coordinating our programs with the surrounding community so that Noel Night, ArtXDetroit, DLectricity and other events are improved due to our participation.

Reviewed By:	Draft by John Anderson	Date:	August 1, 2016
Approved By:	<i>John R. Anderson</i>	Date:	October 14, 2016