

Director of Experience Fulfillment Job Description:

Accountabilities:

1. Project and Team Management
 - a. Maintain a culture that supports the organization's mission and core values
 - b. Develop Managers to highest potential – assist managers to ensure supervision and coordination of individual departments is accomplished
 - c. Communicate job expectations; planning, monitoring, coaching, counseling, appraising and reviewing job contributions and enforcing policies and procedures
2. Compliance
 - a. Primary liaison with utilities and local government agencies, such as fire, police, health and safety agencies
 - b. Primary liaison with state and Federal agencies when associated with assets or buildings
 - c. Primary liaison with Airport management
 - d. Develop and enforce safety standards across the organization, including workplace safety, building and grounds security, ride operations, shop and tool safety, forklift training and certification and man lift training and certification.
 - e. Ensure organization conforms to legal standards and best practices for amusement park ride safety, food service, alcohol service, building codes, radioactive material storage and disposal, weapons storage and airport security
3. Organizational Leadership:
 - a. Establish and monitor budgets for each department
 - b. Develop and own departmental outcomes and metrics
 - c. Establish and deliver to organizational metrics
 - d. Represent Experience Fulfillment team at all Board of Trustees meetings and retreats
 - e. Provide thought leadership in shaping mission, vision, values, strategies, and goals of the Air Zoo
4. Guest Experience Oversight:
 - a. Establish and cultivate a culture of superior customer service with every action and interaction
 - b. Develop and support Guest Experience standards, dress codes and operational safety policies and procedures, including cash handling and reporting
 - c. Ensure safety by empowering and engaging everyone to follow safety processes for buildings, grounds, contents, guests and team members
 - d. Understand operation of ticket and membership sales with ability to support as necessary
 - e. Technology support of point-of-sale software and hardware
 - f. Establish culture of continuous improvement
5. Group & Event Sales Oversight
 - a. Approve contracts and provide direction for booking inquiries as necessary
 - b. Provide direction for facility, event, and equipment pricing and sales
 - c. Support event delivery as needed
 - d. Technology support for event software and hardware
6. Operations Oversight
 - a. Manage relationships with key operations vendors
 - b. Track vendor pricing, rebates and service levels
 - c. Understanding of HVAC and other building mechanicals

- d. Assure ride safety policies, standards and training programs are updated and followed as needed based on industry and state standards
- e. Provide support with project priorities and assist with vendor management for buildings- and grounds-related activities
- f. Provide coordination between departments for traveling exhibits, aircraft moves and capital projects
- g. Support repair and maintenance as necessary (minor repair, cleaning, snow removal, etc.)
- 7. Retail Oversight
 - a. Provide direction for store budget and inventory targets
 - b. Review monthly sales and provide direction to attain or exceed targets
 - c. Establish and review metrics
 - d. Understand the operations of the store, including front line sales support
 - e. Technology support for point-of-sale software and hardware
- 8. Fixed Asset Management
 - a. Long-term capital planning and reporting for Board of Trustees
 - b. Coordinate use of assets, including location of artifacts in the collection
 - c. Capital project management oversight
- 9. Insurance
 - a. Manage purchasing and compliance of Air Zoo's insurance package:
 - i. Property, liability, auto, workers comp umbrella, fine arts, aviation liability, cyber, management liability, crime and volunteer policies.
 - b. Primary contact for Broker relationship

Education and Experience Requirements:

- Minimum of 10 years professional experience successfully managing/driving large-scale operations and delivering exceptional customer service.
- Experience working with Senior-level executives within an organization.
- Proven track record of consistently meeting and exceeding the needs of customers.
- Excellent written and oral communications skills with the ability to engage, inspire, and influence a broad array of individuals and organizations.
- Inspiring, motivating, "will do" attitude with a passion for positively impacting community through education.
- Driving work ethic with consistently high level of initiative in all work to be performed.
- Demonstrated ability to build and nurture partnerships to the benefit of all stakeholders.
- Strong working knowledge of database applications and accompanying computer skills.
- Strong organizational skills to succeed in tasks ranging from developing an insurance portfolio to capital asset planning and execution.
- Ability to think strategically and seamlessly turn strategy into action.
- Bachelor's degree. Understanding of nonprofit and science center environments, particularly with an education focus, is a plus.

Knowledge, Skills and Abilities Required:

- Ability to work a flexible schedule of evenings and weekends as needed.

- Ability to communicate effectively, both verbally and in writing, with staff, volunteers and public.
- Must be flexible with the ability to work independently and as a team member.
- Ability to effectively solve problems.
- Ability to handle stressful situations.
- Ability to interact with the public in a positive and enthusiastic manner.
- Extensive planning experience.
- Superior interpersonal skills to foster effective working relationships at all levels.
- Full understanding of customer service philosophy and procedures of the Air Zoo.
- Must have strong organizational skills.
- Ability to undertake multiple concurrent tasks and work in an environment where interruptions are common.
- Must maintain confidentiality.
- Position requires limited local, regional, and national travel.
- Must be able to transport and/or remove heavy containers and boxes.
- Must be able to reach overhead.
- Well-groomed appearance and compliance with the dress and personal appearance policies.
- Professional work and punctuality habits.
- Ability to work with a widely diverse group of individuals.
- Demonstrate experience coordinating community resources.
- Expert working knowledge of MS Office and database programs.
- Possession of a valid driver's license and the ability to meet minimum driving requirements.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.