



Museum Floor Manager & Volunteer Engagement Coordinator

Wausau, WI

Organization Overview:

Children's Imaginarium is a grassroots 501c3 nonprofit opened Dec 6, 2023. The museum is a place for kids to learn, parents to engage, and families to connect and is the cornerstone of the downtown redevelopment project. The Children's Imaginarium is seeking a Museum Floor Manager & Volunteer Engagement Coordinator to work closely with the Director of Operations and team to ensure smooth operations and exceptional experiences for children and families.

Job Summary:

The Children's Imaginarium is seeking a **Museum Floor Manager & Volunteer Engagement Coordinator** to oversee daily museum floor operations and ensure exceptional guest experience for children, families, and visitors.

This position is responsible for executing museum operational policies and procedures, managing the volunteer program, coordinating staffing schedules, supporting exhibit readiness, and leading day-to-day facility flow. This role is highly visible, hands-on, and essential to ensuring the museum runs smoothly each day. The Museum Floor Manager serves as the primary "go-to" operational leader on the museum floor and ensures staff and volunteers are prepared, supported, and aligned with Children's Imaginarium standards.

Responsibilities:

Museum Floor Operations & Visitor Experience

- Serve as the primary on-site operational leader during open hours, ensuring smooth daily museum operations
- Ensure consistent execution of museum policies, procedures, and safety standards as established by the Director of Operations
- Monitor museum floor activity and proactively address visitor needs, concerns, and feedback
- Maintain a welcoming, inclusive, and professional visitor experience aligned with the Children's Imaginarium mission
- Support daily opening and closing procedures, facility readiness, and exhibit flow

Volunteer Engagement & Program Management

- Manage the volunteer program including recruitment support, onboarding, training, scheduling, and engagement
- Maintain strong volunteer communication and ensure volunteers understand expectations and daily assignments
- Build a positive and inclusive volunteer culture that supports retention and recognition

- Track volunteer hours, attendance, and participation data
- Serve as the primary point of contact for volunteers during shifts and special events

Staff Scheduling & Coverage (Square)

- Create and manage staff schedules using Square (or scheduling platform) to ensure adequate coverage
- Coordinate shift changes, call-ins, and schedule adjustments
- Ensure staff are trained and scheduled appropriately to support visitor flow, programming, and events as directed by Leadership.
- Communicate daily staffing updates and operational needs clearly and consistently

Exhibit Maintenance & Facility Readiness

- Monitor exhibit condition and museum presentation standards on a daily basis
- Coordinate exhibit cleaning, resetting, minor repairs, and reporting of maintenance needs
- Communicate exhibit issues to Director of Operations and assist with tracking and follow-through
- Ensure supplies and operational materials are stocked and accessible for staff and volunteers

Special Events & Fundraiser Operational Support

- Assist with planning and coordinating special events and fundraisers as it relates to museum operations
- Support volunteer coordination, staffing plans, facility setup, and visitor flow during events
- Ensure event execution aligns with operational standards, safety procedures, and guest experience expectations

Museum Data Systems & Tracking

- Manage day-to-day museum data entry and tracking systems including membership, attendance, volunteer tracking, visitor counts, and related reporting tools
- Ensure accuracy of data and consistent procedures across staff and volunteers
- Support reporting needs by providing timely and organized data updates to the Director of Operations

Communication & Team Collaboration

- Communicate daily priorities and operational expectations to staff and volunteers as directed from Leadership.
- Support teamwork and collaboration by ensuring smooth handoffs and consistent procedures
- Work closely with the Director of Operations and Executive Director to ensure operational goals are met
- Participate in staff meetings and contributing to continuous improvement efforts

Qualifications:

The ideal candidate is a calm, friendly, organized leader who thrives in a fast-paced environment. This individual is proactive, detail-oriented, dependable, and enjoys helping others succeed. They take pride in delivering excellent customer experience and ensuring the museum floor is welcoming, clean, safe, and engaging every day.

Required Qualifications

- High school diploma required (Associate degree or Bachelor's degree preferred)
- Minimum 2 years of experience in customer service, operations, volunteer management, retail, hospitality, education, or nonprofit work
- Strong organizational skills and ability to manage shifting priorities in a public-facing environment
- Strong interpersonal communication skills with the ability to lead volunteers and staff with professionalism
- Comfort using scheduling systems, basic spreadsheets, and data tracking tools

Compensation:

Hourly starting rate of \$20-22/hour and will be determined based on experience. Benefits include flexible work schedule, competitive PTO package, employer matched retirement plan.

Reports to: Director of Operations and/or Executive Director.

To apply:

Interested candidates should submit resume and cover letter articulating your interest and qualifications via email to: hello@childrensimaginarium.org.

This position will remain open until filled; applications will be reviewed as they are received.

www.childrensimaginarium.org