



Salt Lake County Job Description

Assistant Operations Manager

DEPARTMENT: Community Services

DIVISION: Clark Planetarium/3510

JOB CODE: 165 **GRADE:** 14

FLSA STATUS: Non-Exempt

SAFETY SENSITIVE: No

EFFECTIVE DATE: 09/01/2011

JOB SUMMARY

Develops, evaluates, and maintains customer service operations, programs, and training. Assists with budget preparation and maintenance. Performs cash handling and banking functions. Manages and coordinates inventories for assigned areas.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Business, Economics, or other closely related field, plus three (3) years of related experience; OR an equivalent combination of related education and experience.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Develops and maintains staff customer service training programs to ensure excellent customer service.
- Supervises staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisal, and discipline.
- Assists in the preparation of and monitors assigned program budgets in accordance with established County and Division policies and procedures.
- Coordinates with other managers to execute special events and patron programs.
- Manages and reviews all cash handling and banking in accordance with County and Division policies and procedures. Coordinates with Fiscal Manager as needed.
- Performs support duties for the science store manager to include identifying the needs and buying patterns of patrons, inventory purchasing and management, and sales goal responsibility.
- Coordinates with Operations Manager for the buying of science products.
- Conducts quarterly and annual performance evaluations to include goal achievement, accomplishment of performance standards, and identification of training and development needs.
- Represents visitor services section by attending internal and external meetings.
- Authorizes and approves building rental contracts; negotiates fees with clients; holds special events meetings and provides logistical services for both internal and external customers.
- Acts as a primary contact for participants in the Planetarium's membership program.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Management theories and practices
- Budget preparation, monitoring, forecasting, and fiscal control
- Customer service principles and techniques
- Business, sales, and retail administration
- Short- and long-term project and event management
- Sales and marketing techniques
- Business English

Skills and Abilities to:

- Effectively train staff
- Communicate effectively, both verbally and in writing
- Use a computer
- Manage stressful public situations tactfully and courteously
- Summarize data, draw conclusions, and prepare reports
- Work effectively both independently and as part of a team
- Maintain effective working relationships with Division and County employees and community partners

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Long periods of standing and walking may be required.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised Date/Consultant's Initials: 02/18/2016/AP