



## Salt Lake County Job Description

### Assistant Operations Manager

---

**DEPARTMENT:** Community Services

**DIVISION:** Clark Planetarium/3510

**JOB CODE:** 165 **GRADE:** 014

**FLSA STATUS:** Non-Exempt

**SALARY PLAN:** GEN

**EFFECTIVE DATE:** 09/01/2011

**SAFETY SENSITIVE:** No

#### **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
- Work with computer software related to job specific duties
- 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: 01/16/2017/MB