Muse Knoxville empowers future generations through playful science, technology, engineering, arts, and mathematics experiences that inspire lifelong curiosity.
MUSE FOR ALL * POWER OF PLAY * LIFELONG LEARNER * COMMUNITY CONNECTOR

DIRECTOR OF LEARNING OPERATIONS
JOB DESCRIPTION

Muse Knoxville is seeking a highly organized, data-driven, creative, and solutions-oriented Director of Learning Operations to support the effective operation of the museum's educational programs, exhibits, and learning environments. This role plays a key part in ensuring that Muse's programs and spaces are well-scheduled, properly staffed, accurately tracked, and ready to provide excellent experiences for children, families, educators, and community partners.

Reporting to the Vice President of Education & Exhibits, the Director of Learning Operations is a Tier 3 position responsible for education scheduling and logistics, departmental data and reporting, on-site field trip operations, exhibit operations, and the supervision of a part-time Field Trip Educator and part-time Exhibit Technicians. This role will support the implementation and continuous improvement of on-site field trip programming, the readiness and functionality of education and exhibit spaces, and the development of systems that improve efficiency, accountability, and consistency. The Director will also collaborate across departments to support new exhibits, learning environments, and planetarium operations as Muse grows.

The ideal candidate is passionate about K-12 education and informal learning and thrives at the intersection of people, data, systems, and creative physical spaces. They are an excellent organizer, problem-solver, and collaborator who can manage complex schedules, identify trends in data, support high-quality learning experiences, improve processes, and help transform creative ideas into engaging, functional, and well-run museum environments.

SCHEDULE: Monday-Friday; Approximately 40 hours per week; occasional evening and weekend opportunities as needed
STATUS: Full-Time; Non-Exempt
SALARY: starting at $60,000

AS THE DIRECTOR OF LEARNING OPERATIONS, YOU WILL …

- Collaborate with the Vice President of Education & Exhibits and other staff to prototype, test, refine, and evaluate new exhibit features, learning environments, and open-ended learning experiences
- Support the readiness and quality of classrooms, program spaces, exhibit areas, and other learning environments
- Oversee scheduling, staffing, and logistics for field trips, school-based learning programs, education events, and other learning experiences
- Maintain accurate education calendars and scheduling systems
- Coordinate staffing assignments and identify logistical needs
- Serve as an operational point of contact for schools and community partners
- Maintain accurate program, attendance, staffing, exhibit, and operational data
- Develop and maintain dashboards, reports, spreadsheets, and other tools to track departmental performance

- Monitor trends and use data to support decisions related to staffing, scheduling, program capacity, exhibit performance, and resource allocation
- Support accurate and timely reporting related to Muse's strategic plan and departmental goals
- Supervise, schedule, train, and evaluate part-time Exhibit Technicians and Field Trip Educator
- Monitor exhibit functionality and work toward Muse's goal of maintaining 95%+ exhibit uptime
- Track exhibit maintenance needs, repairs, supplies, recurring issues, and follow-up
- Coordinate with the Vice President of Operations, vendors, and other staff to address exhibit and facility needs
- Collaborate with the Community Programs Manager and Vice President of Education & Exhibits to ensure programs are effectively supported and aligned with Muse's educational goals
- Develop and maintain SOPs, workflows, checklists, and systems that improve operational efficiency and reduce reliance on institutional knowledge
- Support purchasing, invoicing, educational programming registration, and other processes related to Education & Exhibits
- Identify opportunities to improve systems, reduce unnecessary work, and strengthen the operational capacity of the department
- Collaborate with the Vice President of Education & Exhibits on the development and implementation of planetarium learning experiences, programming, and operational systems
- Support the operational planning and implementation of new exhibits and learning environments associated with Muse's expansion

THIS POSITION HAS THE FOLLOWING REQUIREMENTS:

- Passion for K-12 education, informal learning, exhibits, creativity, and Muse Knoxville's mission
- Exceptional organization, attention to detail, and follow-through
- Ability to balance creativity and innovation with practical considerations including safety, accessibility, budget, maintenance, and operational feasibility
- Strong analytical and data-management skills
- Experience working with spreadsheets, databases, dashboards, scheduling systems, and digital tools
- Experience coordinating schedules, logistics, programs, teams, or operational systems
- Strong written and verbal communication skills
- Strong problem-solving and critical-thinking skills
- Ability to manage multiple priorities and shifting deadlines in a fast-paced environment
- Experience supervising, training, or coordinating part-time staff preferred
- Experience in a museum, children's museum, school, informal learning organization, or STEM/STEAM environment preferred
- Interest in hands-on exhibits, learning environments, and facility operations
- Ability to work independently while also collaborating effectively across departments
- Ability to build systems, improve processes, and use data to inform decisions
- Ability to lift, push, or pull up to 40 pounds and engage in physical activity including bending, crouching, standing, and moving throughout museum spaces
- Must pass a background check

DIRECT REPORTS: Part-time Field Trip Educator (1); Part-time Exhibit Technicians (2)

While these job descriptions include the vast majority of responsibilities, it is by no means an exhaustive and complete listing of tasks you will be asked to do. ***Each Muse Team Member is expected to be a team player and to jump in where needed to help ensure an excellent experience for the people we serve!***

Muse for All: You belong, be yourself. *We thrive that way.*

We actively seek to recruit, hire, promote, and retain a diverse workforce—one that welcomes and engages people from every background. We value our staff members, volunteers, and board members and their individual backgrounds, which further our ability to serve and learn from the diverse families that enrich our community. We invite you to join us on our journey.

How to Apply:

Interested candidates should submit a resume to careers@themuseknoxville.org with the subject line "Director of Learning Operations Application – [Your Name]." Applications will be reviewed on a rolling basis, and early submissions are encouraged**.**