

Associate Director Floor Programs (7374U) Lawrence Hall
of Science, 71959
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=247962>

Downloaded On: Oct. 31, 2024 10:20pm

Posted Oct. 31, 2024, set to expire Feb. 27, 2025

Job Title	Associate Director Floor Programs (7374U) Lawrence Hall of Science, 71959
Department	Lawrence Hall of Science
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 31, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Facilities/Maintenance/Transportation Communications/Public Relations
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Job Description

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About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.



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The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

The Lawrence Hall of Science is UC Berkeley's public science center, serving more than 170,000 visitors on site each year. Our mission is to inspire and engage through science discovery and learning in ways that advance equity and opportunity. We do this by working with audiences that include learners, who experience our programs and products; educators, who work both in and out of school settings; and partners, who conduct research, build capacity for learning, and transform education systems. Research underlies everything we do, and we design all of our programs and products to have high impact beyond the walls of The Lawrence.

Since we were founded in 1968, The Lawrence has been at the forefront of science, technology, engineering, and math (STEM) learning. The Lawrence is unique among science centers as it is a Learning Lab. We design, develop and study a wide array of science, technology, engineering and mathematics learning programs and products for youth, families and adults from diverse backgrounds



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in our specialized facilities and through our community partnerships. Our spaces and partnerships offer unique opportunities for public engagement and learning, curriculum and instructional materials design, professional learning, and research on learning, instruction, and pathways towards STEM careers. We disseminate and scale-up our effective and innovative learning programs and materials in ways that broaden participation in STEM and have local, national, and global impact.

Application Review Date

The First Review Date for this job is: 9/3/2024

Responsibilities

In collaboration with the Public Engagement Program Director, the Associate Director of Floor Programs and Operations ensures a positive, welcoming and enriching experience for visitors of all ages and backgrounds by overseeing daily operations of the science center floor and maintaining the safety and cleanliness of the science centers' public spaces.

On a daily basis, the position supports science center staff and volunteers, models and trains on best practices, and ensures that visitors' overall experiences are accessible, educational, engaging, welcoming, and positive.

This position plays a pivotal role in creating exceptional experiences for our visitors, volunteers and facilitation staff. This position oversees the development and implementation of strategies to enhance visitor satisfaction, supervises floor facilitators and supports volunteers while collaborating across departments to ensure seamless operations.

This position involves participating in and at times leading the planning, development, and implementation of educational science center exhibits and floor programs that enhance public understanding of science, technology, engineering and mathematics.

The ideal candidate will possess strong leadership skills, excellent communication abilities, a flexible, solution-oriented mindset, and a passion for promoting science education that is equitable, accessible, and fun for all audiences. This position requires a passion for people, exceptional leadership skills, and a commitment to excellence in visitor engagement.

***Key Responsibilities:**

15% - Supervise daily operations on the science center floor, including opening and closing

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procedures, school group orientations, and visitor assistance. Serve as a positive and enthusiastic ambassador for the science center engaging with visitors, answering questions, and fostering a sense of community and belonging.

10% - Recruit, train, lead and inspire a team of facilitation staff, fostering a culture of excellence, collaboration, and continuous improvement. Foster a culture of excellence, professionalism, flexibility, solution-oriented, and focus the visitor experience among team members. Provide training, guidance, and ongoing support to floor staff, emphasizing excellent customer service, knowledge of science center exhibits, and adherence to Lawrence policies and procedures.

10% - Develop and implement planning strategies to enhance the overall visitor experience, ensuring visitors feel welcomed, engaged, and valued. Monitor visitor feedback. Ensure accessibility, inclusion and equity are at the center of all visitors' experiences.

10% - Provide, leading by example, a functional, clean space throughout the exhibit spaces, flagging issues and taking a pro-active approach to floor management.

5% - Monitor visitor flow and address any issues or concerns in a prompt and professional manner, including resolving conflicts, enforcing science center rules, and handling emergencies.

5% - Conduct regular walkthroughs of exhibit spaces to ensure exhibits are well-maintained, interactive elements are functioning properly, and cleanliness standards are upheld.

5% - Assist with the implementation of safety and security protocols, including emergency preparedness, fire drills, and evacuation procedures. Act as a point-person in safety emergencies alongside other key staff.

5% - Stay informed about exhibits, programs, and events, and be able to effectively communicate information to visitors.

5% - Create manuals and documentation specific to the department including standard operating procedures for ensuring smooth operations. Maintain accurate records of incidents, feedback, and provide regular reports to Public Engagement Program Director

5% - Conduct daily check-ins at the beginning and close of each day with floor coordinators and facilitation staff, ensuring smooth operations and shared awareness of science center activities.

5% - Optimize floor operations to maximize efficiency, streamline processes, and enhance the overall

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guest experience.

5% - Collaborate with various departments, including Learning Labs, Centers, Production Studio and Facilities, Marketing, Prep Hub and Business Office, Volunteer Programs and the Visitors Services Desk to ensure smooth and efficient operations.

5% - Work closely with other departments, to develop integrated strategies for visitor engagement and ensure alignment with organizational goals.

5% - Participates in and informs rotating exhibit plans.

5% - Support programs and events and other institutional needs as they arise, which could take place on off-open hours, or last-minute requests.

Required Qualifications

- Intimate working knowledge of science center programs, with a focus on intergenerational learning in public programs
- Strong equitable leadership, fostering a culture of trust, collaboration, mutual respect, and teamwork across Public Engagement Group, and the Learning Centers, and with all Lawrence leadership and colleagues.
- Ability to lead the team in the development of policies and practices
- Proven track record of effectively leading and developing teams, with strong interpersonal and conflict resolution skills.
- Exceptional organizational abilities, with the ability to prioritize tasks, delegate responsibilities, and manage multiple projects simultaneously.
- Excellent communication skills, both verbal and written, with the ability to engage diverse audiences and stakeholders.
- Excellent program management skills and effectively use chosen business and document management systems, currently the Google G Suite, Monday.com, and Zoom, Word, Excel, PowerPoint.
- Demonstrated leadership abilities and extensive management skills.
- Passion for science education, innovation, and inspiring curiosity among visitors of all ages.
- Must be a comfortable and confident public speaker.
- Working knowledge of training development and/or learning strategies.
- Ability to anticipate guest needs and solve guest issues with a positive, courteous, and professional attitude.
- Skills to evaluate issues and identify resolutions.

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- Strong service orientation with the ability to effectively manage multiple priorities.

EDUCATION

- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Spanish speaking.
- CPR/First Aid Certification.

Salary & Benefits

This is a 1-year, full-time (40 hours/week) contract appointment, eligible for UC benefits. This is a monthly paid, exempt position.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary that the University reasonably expects to pay for this position is **\$72,600.00 - \$96,000.00**

How to Apply

To apply, please submit your resume and cover letter.



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Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see [the U.S. Equal Employment Opportunity Commission](#) poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information



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Please reference Academickeys in your cover letter when
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Contact

N/A

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