

## **Air Zoo**

**Position Title:** Operations Support Technician

**Supervisor:** Director of Operations and Exhibits

**Position Objectives:** Under the supervision and support of the Director of Operations and Exhibits, participate in the custodial, mechanical, electrical and technical maintenance of the Museum's attractions, experiences, exhibits, buildings and grounds to ensure an exceptional experience for customers, staff and volunteers. This includes making sure the "Show" portion of our facilities, exhibits and attractions are presented at the highest level of Wow!

**Status:** Full time, Non-Exempt – This position has a variable schedule that includes nights, weekends and holidays, as well as, some on-call hours.

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**This job is accountable to perform and support the following:**

### **Repair & Maintenance (Building, Grounds, Attractions)**

1. Participate in all custodial, mechanical, electrical and technical maintenance of the Museum's facilities, vehicles, equipment, and grounds. Insure timely repairs and maintenance that meet or exceed organizational and guest experience standards.
2. Accurately and thoroughly complete periodic maintenance. Comprehensively conduct daily, weekly, monthly, annual inspections and maintenance as required by state law, federal law, equipment manufacturers and museum policies.
3. Ensure the proper performance of all equipment. Promptly troubleshoot and repair malfunctioning equipment or damaged items. Confirm that no existing safety issues exist and safeguard against any possible damage, loss, or injury.
4. Ensure indoor and outdoor areas are safe and secure by performing daily inspections and addressing any and all safety concerns including snow and ice removal.
5. Immediately log any problems with the attractions, facilities, equipment, and exhibits through the on-line reporting system, LimbleCMMS.
6. Meet each day with the Director of Operations and Exhibits, the Guest Experience and Member Engagement Manager, or Guest Experience Assistant Manager and review the status of all equipment, discussing anything pertinent to the day's operation.
7. Communicate with the Director of Operations & Exhibits for daily task, planning, spending, scheduling, feedback, and guidelines.
8. As directed by, the Director of Operations and Exhibits; contact and oversee contracted service providers within or around the facilities, coordinating their activities within contract and budget parameters.

### **Attractions Safety**

1. Participate in the custodial, technical, and maintenance care of the Museum's attractions, experiences and mechanical exhibits including, but not limited to, the Max Flight Simulators, the Zamperla Montgolfier Balloon Race, Flying Circus Bi-Planes, Ferris Wheel and Paratrooper rides; the Missions Theatre, Doron simulator, lighting systems, permanent exhibits, future acquisitions and temporary exhibits.
2. Accurately and thoroughly complete all required paperwork, inspection checklists, software logging, and purchase orders for maintenance and inspection tasks.
3. Operate the attractions and exhibits as necessary. Assist with operational staff breaks, absences and shortages as necessary.

## **Training**

1. Perform training duties for designated Guest Experience Members and part-time attractions personnel, including supervision during these training periods.
2. Enforce procedures for maintaining high standards of operational safety, attraction and exhibit operations, quality and reliability for the welfare of the facilities, artifacts, staff, volunteers, and patrons.
3. Ensure that Guest Experience Members and part-time attractions personnel are aware of and follow appropriate procedures to report and document maintenance and repair needs.

## **Team Support**

1. As needed, work in conjunction with the Director of Operations and Exhibits to provide logistical and technical support to the Exhibit and Collections department for permanent and temporary exhibits projects. Assist in organizing volunteer groups to support projects, artifact and aircraft moves, and collections related assignments.
2. Perform other duties required or as assigned by the Director of Operations and Exhibits.
3. Attend training to attain and/or develop skills in mechanical and technical areas.
4. Participate in Air Zoo all hands, communication and diversity training.

## **Education / Experience Desired**

1. High School Diploma or equivalent required.
2. Experience with custodial, mechanical, and electrical troubleshooting strongly desired.
3. Hydraulic, pneumatic, and basic technical programming desired but not required.
4. Knowledge of Windows and Apple based operating systems and software desired.

## **Knowledge, Skills and Abilities Required**

1. Sensitivity to the safety and security procedures necessary to protect personnel, customer, public and private property.
2. Ability to maintain confidentiality.
3. Ability to communicate effectively in both verbal and written form with staff, volunteers and visitors.
4. Ability to handle stressful situations with the capability to work independently and as a team member.
5. Ability to interact with the public in a positive and enthusiastic manner with a full understanding of the Museum's customer service philosophy and procedures.
6. Superior interpersonal skills to foster effective working relationships at all levels.
7. Ability to take on concurrent tasks and work in an environment where interruptions are common.
8. Well groomed appearance and compliance with the Museum's dress and personal appearance policies.
9. Ability to effectively troubleshoot problems and skillfully perform routine repairs.
10. Ability to sit, stand, walk or climb stairs/ladders for an extended period.
11. Will require heavy lifting up to and exceeding 50 pounds.
12. Will require ability to pull, push, carry, grasp, reach, stoop, crawl and crouch.
13. Good eye, hand, feet coordination and motor coordination skills.
14. Valid driver's license required.

## **Equipment Used (Training Provided)**

1. Common powered and non-powered tools
2. Scissor, boom and articulated lifts
3. Fork lift
4. Snow removal equipment

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Incumbent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.