



Director of Operations

Rev. 02/02/2026

POSITION OVERVIEW

The Director of Operations is a key leader at TrainTastic, responsible for overseeing day-to-day operations while advancing the museum's long-term strategic vision and mission. This role ensures that every aspect of the guest experience, from arrival to departure, reflects TrainTastic's commitment to hospitality, trains, education, and a lot of fun. With a heart for service and a passion for excellence, the Director of Operations leads teams, systems, and facilities that allow the museum to thrive as a premier destination for families, train enthusiasts, and the broader community.

The Director of Operations provides leadership across guest services, facilities, safety, and operational planning. This position ensures seamless, welcoming, and well-maintained environments that support learning and play. The Director oversees all front-line guest experience functions including Visitor Assistants, ticketing operations, photo keepsake programs, and the museum Gift Shop, ensuring that each touchpoint enhances the overall visitor journey and reflects TrainTastic's standards of hospitality and engagement.

As a strategic partner to the Executive Director and leadership team, this position plays a critical role in shaping TrainTastic's future growth, operational sustainability, and organizational culture. The Director of Operations is deeply mission-driven and fosters a collaborative, people-first environment that empowers staff and volunteers to deliver exceptional experiences every day.

This role also serves as a steward for TrainTastic's physical assets and operational resources, balancing fiscal responsibility with innovation and continuous improvement. Through thoughtful leadership, strategic insight, and a commitment to community impact, the Director of Operations helps ensure TrainTastic remains a beloved, safe, and inspiring destination for generations to come.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Oversee all daily operations to ensure smooth, efficient, and engaging experiences for guests, staff, volunteers, and partners.
- Hire, train, and manage a high-performing team. Set clear goals, expectations, and accountability across all functions.
- Coach, mentor, and evaluate team members. Provide frequent feedback and development opportunities.
- Provide leadership and oversight for all guest experience functions including Visitor Assistants, ticketing operations, photo keepsake initiatives, and the museum Gift Shop. Ensure these teams are well-trained, guest-focused, and aligned with TrainTastic's hospitality standards.
- Develop and implement systems, procedures, and service standards that create a welcoming, efficient, and memorable experience for all museum guests.
- Lead safety and risk management efforts, ensuring full compliance with internal policies, local regulations, and industry best practices.
- Manage facilities operations and maintenance. Ensure the museum is clean, safe, functional, and visually aligned with the TrainTastic brand.
- Proactively identify challenges and opportunities. Solve problems quickly and make data-informed decisions.

- Serve as a visible, hands-on leader on the floor. Set the tone for a positive, organized, hard-working, and mission-driven day-to-day experience for all. Establish and maintain a culture of excellence and professionalism.
- Work weekends, and special events that include but are not limited to Holiday Lights, Kids Free Weekends, Tricks, Treats, and Trains, Breakfast and Brick-focused events, etc.
- Consistently seek growth and improvement to exhibits, layouts, and play spaces. Take initiative and successfully execute all approved projects in this arena.
- Work collaboratively with fellow members of the TrainTastic leadership team. Step-in to support other areas when needed, including STEAM-education programs, public speaking needs, etc.

QUALIFICATIONS: WORK EXPERIENCE & EDUCATION

- Bachelor's degree in a relevant field or equivalent combination of education and operational experience.
- Proven experience in a leadership role, preferably in attractions, hospitality, family entertainment or guest-facing environment.
- Strong background in SOP development, and continuous improvement to drive efficiency and consistency.
- Demonstrated ability to manage budgets, forecasts, and operational KPIs while meeting growth and income targets.
- Excellent stakeholder management skills, with the ability to collaborate across departments and communicate with executive leadership
- Solid understanding of compliance, risk management, and regulatory requirements relevant to operations and safety.

PHYSICAL DEMANDS & WORK ENVIRONMENT

While performing the duties of this job, the employee is required to move independently within the museum office and spaces. Further, the employee is frequently required to stand; walk; use hands to handle or feel; and reach with hands and arms. The job requires long periods of walking and standing while working with museum patrons and colleagues. In addition to occasional kneeling, stooping, and crouching throughout the day. The employee must occasionally lift and/or move items over 50 pounds. The noise level in the work environment is usually low to moderate, however, it can be moderate to loud during peak periods. This role routinely uses standard museum and office equipment such as computers, phones, exhibit machinery, and printers/scanners.

REPORTS TO

Executive Director

BENEFITS

Paid Time Off (PTO) – 3 weeks

THIS JOB DESCRIPTION REFLECTS THE GENERAL SCOPE OF THE ROLE. ADDITIONAL DUTIES MAY BE ASSIGNED, AND RESPONSIBILITIES MAY CHANGE AS THE NEEDS OF THE ORGANIZATION EVOLVE.