



Operations Supervisor

Department: Operations

Reports To: General Manager / Director of Operations

Location: The Artsnasium® – Arlington, Texas

Employment Type: Full-Time

Schedule: Flexible schedule including evenings, Fridays, Saturdays, holidays, and special events as needed

Position Summary

The Operations Supervisor helps ensure that each day at **The Artsnasium®** runs safely, smoothly, and with creative energy. This position provides on-floor leadership, supports Creative Coaches and other team members, oversees daily operational procedures, and helps create an exceptional experience for every child and family who visits.

The ideal candidate is an organized, dependable, energetic leader who enjoys working in a family-centered environment and can confidently manage people, solve problems, and maintain high standards during busy operating periods.

Key Responsibilities

- Supervise daily floor operations and support team members throughout their shifts.
- Assist with opening and closing procedures, including operational and safety checks.
- Provide direct leadership and support to Creative Coaches, guest-facing staff, and other assigned team members.
- Monitor the six Creative Adventure Zones to ensure they remain safe, clean, organized, adequately staffed, and ready for guests.
- Help coordinate staff breaks, shift coverage, rotations, and operational needs.
- Support daily experiences including Artie appearances, Creator Parades, special activities, birthday parties, and other scheduled programming.
- Respond professionally to guest questions, concerns, and service issues.
- Monitor guest flow, facility capacity, cleanliness, and overall presentation.
- Ensure team members follow Artsnasium policies, safety procedures, dress standards, and guest-service expectations.

- Assist with incident documentation, emergency procedures, and communication with management when necessary.
- Monitor supplies, equipment, retail, café, and operational areas and report replenishment or maintenance needs.
- Help train, coach, motivate, and provide feedback to team members.
- Work collaboratively with management to continuously improve the guest and employee experience.
- Serve as a Manager on Duty when assigned.
- Perform other duties necessary to support successful Artsnasium operations.

Qualifications

- High school diploma or equivalent required; college coursework or degree preferred.
- Previous supervisory, team-lead, hospitality, entertainment, recreation, education, retail, museum, family entertainment, or customer-service experience preferred.
- Strong leadership, communication, organization, and problem-solving skills.
- Ability to remain calm and make sound decisions in a busy, guest-facing environment.
- Comfortable working around children, families, music, performances, and high-energy activities.
- Ability to work collaboratively while also taking initiative when leadership is needed.
- Dependable attendance and punctuality are essential.
- Must be able to work a flexible schedule based on operational needs.
- Must successfully complete all required background screening and employment requirements.

Physical & Work Requirements

This position requires regular walking and standing throughout the facility. Team members may occasionally need to bend, reach, move supplies or equipment, and assist with preparing activity spaces. Reasonable accommodations may be provided in accordance with applicable law.

What We're Looking For

At The Artsnasium, leadership is about more than managing a shift. Our Operations Supervisors help create an environment where children feel safe to explore, families feel welcomed, and team members feel supported.

We are looking for leaders who are **dependable, proactive, positive, professional, safety-conscious, and passionate about creating memorable experiences for children and families.**

The Artsnasium®

Where Creativity Comes to Play.

Our Motto: *Every Child Is Creative.*