

JOB DESCRIPTION
Visitor Services Manager

Date	Reports to	Department	Status
2/5/22	President & CEO	Visitor Services	Exempt

SUMMARY: The Visitor Services Manager is responsible for scheduling and supervising all Visitor Services staff and docents in order to enhance the visitor experience, while ensuring budgeted results are obtained.

ESSENTIAL FUNCTIONS:

- Perform in alignment with the Museum’s vision, mission, goals, and objectives.
- Specific areas of management responsibility in the department include:
 - Staff scheduling, ensuring budgetary goals are obtained while maintaining sufficient floor coverage.
 - Effectively develops and mentors staff, providing counsel and training as required. Staff should be able to comfortably conduct visitor introductory talks, address visitor questions and perform admission transactions.
 - Evaluates, improves and documents the department’s control systems, processes, policies and procedures.
 - Ensures the Museum is clean, both inside and outside, and proper cleaning protocols are followed throughout the day.
 - Ensure all displays and other equipment such as the point-of-sale system, computers, and the air conditioning system are properly functioning and maintained.
 - Gift shop –
 - Ensure the gift shop is adequately stocked and purchases are made in a timely manner ensuring that inventory levels are adequate, but not over bought.
 - Conduct inventory reconciliations and the validation of physical stock.
 - Control inventory shrink and variances.
 - Consider bringing in new items to maximize profits, while discontinuing items that don’t sell.
 - Responsible for end of day closing and balancing.
 - Ensures phones are answered in a timely basis and all calls are returned within 24 hours.
- Gains the knowledge to be able to comfortably conduct visitor introductory talks and address visitor questions.
- Safety and Security:
 - Work in a safe manner to protect yourself, your co-workers, visitors and others who may be affected by your actions.
 - Work with subordinates on exercising prevention methods to minimize injury or loss. Suggest solutions to mitigate hazards.
 - Responsible for ensuring proper adherence by staff and visitors to COVID19 protocols as set forth by management.

Other Functions:

- Perform other duties as necessary

WORKING CONDITIONS:

Equipment/Tools Used: Computers, point-of-sale software, Internet, MS Office Suite, 10-key calculator, basic office equipment.

Work Hours: Generally works Tues.-Sat. days, but on rare occasions may need to work additional hours as required.

Work Environment: Works primarily indoors in a museum setting. Occasional exposure to heat and dust, hazardous equipment (box openers, scissors, staplers, paper cutter), and supplies (ink, glues, chemicals, paint, etc.)

SKILLS, KNOWLEDGE & ABILITIES:

- Evidence of the practice of maintaining a high level of confidentiality.
- Above average knowledge of mathematics and their applications.
- Ability to communicate effectively with fellow employees, management, visitors and vendors using both verbal and written English skills.
- Excellent organizational skills; ability to prioritize and time-management.
- Able to understand and follow instructions to complete assignments.
- Excellent knowledge of administrative and clerical procedures and systems.
- Requires attention to detail, concentration and alertness.
- Ability to work under pressure, demonstrate prompt and effective decision-making, and ability to exercise sound/ethical judgment.
- Ability to perform multiple tasks at the same time.
- Knowledge of principles and processes for providing visitor and personal services.
- Active learning for new information and processes for current and future problem-solving and decision-making.

PHYSICAL DEMANDS:

- Standing, walking, reaching with arms and hands, crouching, climbing or balancing, stooping, and kneeling. Able to carry 40 lbs.
- Vision requirements – close inspection of documents and able to read signs and displays at varied distances.

QUALIFICATION REQUIREMENTS:

- Must have high school diploma or GED; bachelors or associate degree preferred.
- At least 3 years of progressive supervisory experience.