

**JOB DESCRIPTION**  
**Visitor Services Manager**

Date	Reports to	Department	Status
4/17/23	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.