

TITLE: Manager of Visitor Services

CLASSIFICATION: Exempt

REPORTS TO: Curator of Visitor Engagement

HOURS: Full-time, 40 hours per week

SALARY: (\$50,000-\$60,000) Based on qualifications

BENEFITS: Health, vision, and dental insurance, paid time off

POSITION MISSION

To manage the visitors' experience from the first point of contact (and often the last) through a variety of means. Working in close partnership with the administrative, curatorial, education, development, and finance staff, this position supervises and coordinates the daily activities of the Museum's lobby area including the admissions desk and museum shop. Reporting to the Curator of Visitor Engagement, the Manager of Visitor Services plays a lead role in the quality, consistency, and breadth of the visitor experience. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. These may change or new ones may be assigned as required.

RESPONSIBILITIES

- Manage admissions desk with an emphasis on visitor satisfaction with tasks that include welcoming visitors, processing admissions, outlining the various options available on the day of the visit, handling shop sales, handling phone inquiries and call distribution, as well as and perform general clerical duties in support of the Museum's daily operations. This position oversees all aspects of the admissions area including the lobby, orientation theater, coatroom, and museum shop, and restrooms, including but not limited to, overall cleanliness, maintenance, signage, distribution materials, and sale items.
- Assist in maintaining the safety of exhibition objects by monitoring the security cameras and alerting appropriate staff according to procedure. Be attentive to the Museum's alarm system and proactive in alerting appropriate staff and security contacts. Be attentive to docent calls from the house or use of the "panic" button. Be proactive with customers in the museum shop to prevent shop loss.
- Serve as the point-person for any problems that arise in the admissions area and throughout the public areas, including software or equipment malfunctions, and resolving visitor complaints. Proactively resolve issues before they escalate.
- Supervise the Assistant Manager of Visitor Services as well as the part-time Visitor Service Associates, including training in their role in all areas of admissions desk operations and museum shop procedures.
- Manage the daily operations of the museum shop to ensure it supports the Museum's brand including merchandising, restocking, display, sales (both in the shop, at front desk, online, and over the phone), special promotions, trunk shows, and outreach events. Manage product development projects of new FloGris related merchandise. Manage shop image-related collateral materials (stickers, bags, in-shop signage).
- Manage program reservations and check in, coordinate the monthly docent schedule and daily check in, sell and book adult group tours, coordinate school field trips visits logistics to ensure smooth event/program delivery in collaboration with the Education Team.
- Assists with / coordinates the set up and breakdown of program/event room and space requirements. Participates in rental set up and/or breakdown as needed.

- Supervise the work schedule for all members of the admission desk staff, ensuring coverage for vacation/sickness as well as adequate coverage during special events, review timesheets and vacations/time off requests.
- Participate in staff meetings and other committee meetings as requested.
- Prepare and manages the museum shop budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.
- Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded and is proactive in addressing performance concerns.
- Interact with all members of the staff, Board of Trustees, and volunteers to ensure an understanding of all Museum happenings, programs, special events.
- Have accomplished working experience with basic Point of Sales (pos) systems, high level MAC and PC computer proficiencies, and the ability and willingness to learn new technologies and processes. Be a knowledgeable resource for Visitor Services Team members.
- Willingness to attend events/meetings outside regular business hours throughout the year.

SKILLS & ATTRIBUTES

- Experience using Blackbaud Altru data systems a plus, the ability to learn and master the platform a must.
- Must be a team player with strong multi-tasking organizational skills, the ability to supervise assistants and volunteers in all areas of front desk and shop operations, and a strong interest in visitor amenities as well as a keen eye for product development, design, and display.
- Shows a commitment to serve the public. Ensures that actions meet public needs and is committed to continuous improvement.
- Conduct oneself with the highest standards of decorum, objectivity, and professional integrity in every circumstance that relates to the operations of the Museum.
- Shall abide by the Museum's Conflict of Interest and Code of Conduct guidelines.
- Shall not misrepresent the mission, objectives, policies, or programs of the Museum.
- Is an excellent communicator, both in writing and speaking. Ability to track communication across multiple channels without losing any details.
- Able to resolve conflicts and de/escalate disagreements with visitors in person, over the phone, and online in a constructive manner.
- Holds self and others accountable for high-quality, timely, and cost-effective results. Accepts responsibility for mistakes. Complies with established control systems and rules.
- Assesses and recognizes own strengths and weaknesses; pursues self-improvement and professional development.
- Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals. Able to resolve team conflicts and disagreements in a constructive manner.
- Builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

This position requires a B.A. degree, or equivalent combination of education and experience, and calls for an energetic and friendly visitor-centered person.

The Florence Griswold Museum follows an equal opportunity policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, and marital status.