

## **Assistant Manager Visitor Services – Museum Store & Events**

Reports to: Manager of Visitor Services

Status: Full-Time, Hourly

Hours: T-Sa 9:30a-5:30p but varies depending on scheduled events

Supervises: indirectly supervises part-time Visitor Service Associates and volunteers

### **Job Summary:**

Work with the Manager of Visitor Services to oversee the operation and management of the Museum's earned revenue functions (ticket desk, Museum store, concessions, rental events), as well as operations that enhance the visitor experience. This particular position has an emphasis on Museum store management and rental events facilitation.

### **Essential Responsibilities:**

- Provide and ensure the highest quality visitor experience, and promote the Museum's mission and strategic goals in all activities
- Maintain high visitor services quality standards, adherence to standard operating procedures, an expectation of professionalism and a consistently positive visitor experience
- Assist Manager of Visitor Services with the retail operations of the Museum, specifically the Museum store and outside rental events
- Cross-trained to provide backup support at the ticket desk and concessions
- Working with the Manager of Visitor Services, ensure that visitor needs are met, potential issues are resolved, and service is outstanding

### **Museum Store**

- Assist the Manager of Visitor Services to execute daily Museum store operations, including sales activities, visitor interactions, and cash handling
- Assist with purchasing and reordering of merchandise for the Museum store
- Assist with maintenance of inventory records, entering merchandise orders, and annual physical inventory count
- Maintain an orderly appearance in the Museum store and storage area, maintain visual displays, provide updated signage

### **Rentals/Events**

- Assist the Manager of Visitor Services to help facilitate both Museum and rental events
- Work with the team to execute event setups and teardowns as needed
- Lead VSA crew in hosting events including opening and closing the building

### **Ticket Desk**

- Execute daily ticket desk operations, including sales activities, visitor interactions, and cash handling
- Collect visitor data and send Net Promoter Score "Thank You" emails
- Help address visitor requests, concerns, comments and questions

**Giant Screen Theater/Concessions**

- Execute daily GST/concessions operations, including sales activities, visitor interactions, and cash handling
- Support special GST programs
- Maintain an orderly appearance in concessions and inventory storage area

**Job Qualifications:**

- Must be visitor focused with a strong customer service orientation
- Minimum of 2 years of retail management, customer service, inventory management; event management a plus
- Strong interpersonal, communication, organization and follow-through skills
- Working knowledge of Microsoft Office products and point of sale systems
- Demonstrated leadership skills
- Ability to work full-time schedule which regularly may include evenings, weekends and some holidays
- Ability to adjust priorities and manage time wisely
- Ability to maintain accurate records and documentation

**Essential Functions (ADA):**

- Ability to communicate and interact verbally, both in person and over the phone.
- Ability to use personal computers and other office equipment effectively.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Exerting up to 10 pounds regularly, up to 30 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body.
- Ability to climb stairs and/or ladders.
- Ability to sit, and stand/walk for up to 4 hours at a time during special events and/or assignments.
- Visual acuity to determine the accuracy, neatness, thoroughness of the work assigned.
- Requires the ability to travel to and from job location.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee, and may include other duties as assigned.

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_  
(Employee, please print)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_