

Visitor Services Manager

Reports to: Vice President of Exhibits, Facilities, & Strategic Initiatives

Nature and Scope of Position: Upholds the Discovery Center's mission, vision, and values in all areas of their work and ensures that the museum maintains exemplary operations and visitor services standards. This position directs all members of the Visitor Services team and is responsible for daily staffing of admissions, exhibit spaces, and events. They also work cross-departmentally to ensure long- and short-term visitor engagement initiatives are supported through collaboration and strategic planning.

Key areas of responsibility

Visitor Services Team

- Manage and supervise all Visitor Services Associates & Specialists, including:
 - Screening, interviewing, hiring, and training new Visitor Services Associates & Specialists;
 - Manage scheduling, staff evaluation, and advancement;
 - Work across museum departments to manage allocation of Visitor Services Specialists resources and capacity;
 - Oversee communications for the Visitor Services staff including monthly meetings and daily or weekly stand up meetings;
 - Provide positive leadership that supports staff growth and development.
- Develop best practices and implement policies and procedures within the Visitor Services team to support museum admissions, service standards, enhance the visitor experience, and establish benchmarking standards of service for the Visitor Services team.
- Develop, manage, and track the Visitor Services annual budget.

Visitor Experience

- Work with the Vice President to make improvements to daily museum operations and guest experience with an eye on future needs and budget parameters.
- Evaluate and improve the visitor experience using both quantitative and qualitative data to identify trends, challenges, and opportunities.
- Oversee the strategy and execution of birthday parties and rentals including program development, training, evaluation, and budget development and monitoring to meet revenue and growth objectives.
- Respond to high level customer needs and experiences.

Operations

- Assist the Vice President with museum gift shop operations.
- Co-lead the Staff Engagement Committee and collaborate on initiatives that support staff wellness, engagement, and organizational culture.
- Serves on the Safety Committee.

Other Duties:

- Assist with other duties in the museum as assigned.
- Attend monthly staff meetings, Visitor Services department meetings, and ExCEL meetings.

Competencies

Operational Excellence: Strong prioritization, multi-tasking, attention to detail, and organizational skills.

Leadership & Collaboration: Results-oriented mindset with a positive, upbeat attitude capable of fostering staff growth.

Guest Centricity: Client service-minded with exceptional interpersonal and communication skills.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skills and/or abilities required:

- Bachelor's degree in Museum Studies, Education, Nonprofit Management, or a related field, combined with a minimum of 3 years of supervisory experience in visitor services, hospitality, or retail management; or an equivalent combination of education and experience.
- Ability to interact effectively, professionally, and courteously with visitors, staff and volunteers.
- Must comply with a flexible work schedule, including work on weekends and holidays.
- Ability to engage in and lead interactive and fast-paced team oriented tasks.
- Exhibit high levels of flexibility and ability to work with a team.
- Must possess a valid Tennessee Driver's License. Driving a company vehicle or transporting museum goods may be required.
- Ability to relate to persons of all ages, diverse backgrounds, skills and abilities.
- This job requires periods of standing, sitting, walking, stooping, kneeling, reaching, turning, twisting, bending above and below the waist, use of hands and arms, lifting, talking, hearing, use of computer and keyboard. Must have the ability to use both hands in fine manipulation of small tools; the ability to see well enough to read handwritten and typewritten materials; push/pull up to 10 lbs.
- Noise level varies from quiet to loud.
- Temperature varies from hot to cold.

Discovery Center is committed to creating and maintaining an equitable workplace in which all employees have a chance to participate and contribute to the success of the organization and are valued for their skills, experience, and unique perspectives. A workplace where employees of all races, religions, political affiliations, sexual orientations, gender identities, ability, and age find an opportunity.