Montshire Museum of Science Job Description (Draft 8/28/2020)
Manager of Visitor Services and Business Development
Updated August 2020

DEPARTMENT: Development and Visitor Services
SUPERVISOR: Deputy Director

The Manager of Visitor Services and Business Development will 1) oversee an enthusiastic and personable team of associates who welcome museum visitors and process admission transactions, 2) coordinate office administration, and 3) work with multiple departments to implement revenue-generating strategies. This is a working manager position, with direct visitor interaction.

RESPONSABILITIES

Visitor Services
- Manage a Visitor Services team that embraces the Museum’s customer service principles, welcomes a diverse community of participants, and strives to make every visit a positive experience.
- Participate with team members in greeting, orienting, and welcoming visitors; processing admission and membership payments; and conducting retail sales.
- Ensure accurate and timely processing of daily receipts and effective collaboration with the finance office.
- Supervise, schedule, train, and review Visitor Services staff.
- Facilitate effective IT solutions to visitor registration and point of sale systems.
- Compile and distribute monthly visitor statistics.

Business Development:
- In collaboration with multiple departments, identify opportunities and implement strategies that encourage participation and generate revenues for the Museum, including but not limited to group visits, facility rentals, birthday parties, and private experiences.
- Work with colleagues to increase visitation and retail and membership sales.
- Foster a culture that encourages visitors to engage with the Museum in mutually beneficial ways (purchase memberships, make donations, register for programs, etc.).

Office Administration:
- Manage Office Administration staff who support our walk-in, phone, and email customers; process memberships; register program participants, and coordinate office equipment and activities.
- Cross-train and schedule Office Administration and Visitor Services staff to ensure that the team has the skills and depth of knowledge to serve visitors and provide staff coverage.
KNOWLEDGE/EXPERIENCE REQUIREMENTS
• College degree or equivalent experience required;
• Proven customer service, retail, and problem solving skills;
• Experience managing and motivating effective staff teams;
• Professional and personable, with excellent communication skills and a positive attitude;
• Appreciation for diversity in workplaces and communities;
• Ability to work in a collegial team environment while maintaining supervisory responsibility;
• Enthusiastic about fostering positive and effective organizational change;
• Able to work in a busy and open work environment;
• Able to maintain a high level of confidentiality;
• Computer savvy and detail oriented.

WORKING CONDITIONS
• Fast-paced, non-profit museum environment.
• Must work well in both an individual and team setting.
• Must be able to stand or sit for long periods.
• Able to lift and carry 20 pounds.

TIME COMMITMENT
Full-time position 37.5 hours/week; Tuesday through Saturday. Some holidays required.

SALARY AND BENEFITS
Salary: Commensurate with education, skills, and experience. Benefits: Health insurance, retirement savings, paid sick leave, earned time, life insurance, short- and long-term disability insurance, and accident insurance.

The Montshire is committed to a diverse work environment and we welcome your unique talents and perspectives. The Montshire is an equal opportunity employer.