



Job Title: Museum Manager

Department: Operations

Reports to: Director of Operations

Non-exempt: Part time, 16-30 hours

Salary Band: \$12.50-\$15

Position Overview: The Museum Manager will be a critical member of the Operations team focused on delivering an engaging and memorable visitor experience. The Manager will play a key role in the daily operations of the Museum: ensuring a smooth admissions process, overseeing daily operation of the point-of-sale system, providing visitors with exceptional customer service during their visit, and supporting the floor staff and visitors to ensure that they have an extraordinary learning experience for children and their families. The Museum Manager will be essential to fulfilling the mission of the expERIENCE Children's Museum.

Essential Duties and Responsibilities:

- Work across multiple departments to ensure delivery of a high-quality visitor experience for all Museum guests.
- Lead all front desk operations, including opening and closing procedures, ensuring ease of admission to the Museum.
- Welcome visitors, sell, and scan tickets, guide guests through the answering of questions; and the communication and selling of membership packages.
- Oversee the organization of materials and supplies at the admissions desk and gift shop area.
- Account for the daily cash handling procedures and ensure the integrity in cash handling at the admission desk and gift shop.
- Monitor and support staff compliance with policies, including COVID-19 and safety protocols.
- Monitor visitor activity to ensure safety and adherence to all safety protocols.
- Serve as the in-house expert for point-of-sale system, including but not limited to the managing all sales, group bookings, and event ticketing, participating in training as needed on the system.
- Address guest and staff issues on the Museum floor, including deescalating guest issues and engaging with guests from a wide range of backgrounds.
- Assist facilitation of smooth operations and communications with vendors
- Monitor the Museum's cleaning schedule and ensure compliance with Museum cleaning protocols.
- Assist in hiring processes and developing, scheduling, hosting, tracking, and assessing staff.
- Monitor daily visitor engagement, customer service, lost children, accident/incident intervention and reporting, lost & found, etc.
- Partner with Exhibits and Facilities team to resolve safety concerns in a timely manner.
- Complete other tasks and responsibilities as needed.
- Availability on weekends, evenings, and holidays.

Managerial Competencies:

- Ability to be a role model of customer service, demonstrate flexibility and manage staff in a fast-paced environment where demands often change.
- Ability to hold staff accountable for following Museum policies and guidelines.
- Great interpersonal skills and ability to work well with a diverse customer base.
- Highly professional with the ability to serve as a public representative of the Museum.
- Self-starter able to take charge of a task once assigned but welcoming feedback from all staff and open to adaptation for the betterment of the Museum.
- Ability to work effectively in fast-paced, highly sensory, stimulating work environment due to constant interaction with other staff and visitors, which includes children.

General Museum Competencies:

- Ability to pass the Pennsylvania State Police Criminal Record, Child Abuse History, and FBI Fingerprint Clearances
- Ability to follow directions effectively.
- Ability to provide exemplary customer service to a wide variety of guests.
- Experience in working with both families and young children.
- Desire to learn about the museum and its mission within the community.
- Interaction with our exhibits, including, but not limited to, the three-story climber and the outdoor area.
- Everyday stairs and elevator use with general mobility throughout the museum.
- Understanding of basic computer operations, telephone use, and other technology as assigned
- Excellent interpersonal skills both written and verbal, with the ability to communicate effectively with people of all ages.
- Ability to work as a team to promote the museum and its mission, while embodying the museum mission to create, imagine, explore, and play.
- Ability to work weekend hours.
- Ability to take direction and show initiative.

Preferred Prior Experience:

- Experience in working with both families and young children.
- Experience working in visitor engagement, education, and/or retail.
- Cash handling experience and knowledge of POS systems.
- Experience leading a team and managing employees