



JOB DESCRIPTION: VISITOR SERVICES MANAGER

ORGANIZATION SUMMARY

Located in Culver City California, The Wendé Museum is a collection-based educational institution with a mission to preserve Cold War history, inspire a broad understanding of the period, and explore its enduring legacy. Visit www.wendemuseum.org for more information.

The Wendé Museum is completing a multi-million dollar construction project and re-opening in November 2017 at the new site with expanded operations, such as processing sales and tracking merchandise, ticketing, tracking attendance, managing volunteers, and other new activities. The Museum has created the Visitor Services Manager position to meet this expanded need.

JOB SUMMARY

The Visitor Services Manager reports to the Director of Business & Administration but collaborates closely with staff in all departments. VSM has three coordinating areas of responsibility related to visitor experience: visitor services management, volunteer management, and facilities oversight.

- A. Manage visitor services activities and amenities for Museum, serve as primary visitor liaison, and recruit and manage a team of part-time Museum staff and volunteers
 - B. Recruit and manage a team of volunteers needed to assist in the delivery of the Museum's programs and services
 - C. Monitor status of Museum facilities and systems
- **HIRING NOW:** Start date October 15, 2017
 - **COMPENSATION:** Starting at \$45,000 but depends on experience, includes full health insurance package, two weeks vacation
 - **SCHEDULE:** VSM position requires full availability Friday until 9pm and Saturday and Sunday (25+ hours), and for weekday and evening events, as well as 1-2 business days during work week (Monday-Thursday 10-6, flexible), for a total 40 hrs/wk
 - **TO APPLY:** Send resume to hr@wendemuseum.org, specifying the job you are applying for in the subject field, and including an email introduction describing qualifications and interest in the position and Wendé Museum

QUALIFICATIONS

Ideal candidate

- Available to work as schedule requires
- Friendly with a professional manner
- Team player in a collaborative work environment
- Organized and detail-oriented
- Resourceful problem solver
- Able to multi-task, track multiple activities simultaneously, and prioritize conflicting needs

Skills Required

- Strong verbal communication skills, adept at interacting with a broad cross section of constituencies, including Board Directors, Museum visitors, community partners, press, government officials, current and prospective donors, and others
- Ability to supervise and motivate part-time staff and volunteers
- Strong IT skills, including advanced expertise in Microsoft Word and Excel, some experience with specialized applications, and comfort working with both PC and Apple operating systems and on a variety of devices
- Ability to handle cash and other forms of payment, reconcile, and produce basic inventory, sales and cash reports, all error free
- Demonstrate leadership skills required when sole Museum management staff member on site

Experience Preferred

- Undergraduate degree in business, history, arts, museum studies, education, or related field
- Two or more years in position of progressive responsibility
- Visitor service experience in a museum or performing arts setting
- Sales experience
- Supervisory experience
- Experience working in Altru, Raisers Edge, Salesforce, or other constituent management system
- Experience with basic financial reporting and credit card processing systems
- Experience operating a variety of audiovisual equipment
- Experience with basic social media platforms

Additional Requirements

- At least 18 years old and either a U.S. citizen or a foreign citizen authorized to legally work permanently in the United States
- Valid California Drivers License and reliable automobile with insurance coverage for use on the job
- Working smart phone for use on job
- Not use illegal drugs and be able to pass a drug test with negative results (except when undergoing documented medical treatment)
- Ability and willingness to pass a background check, including criminal history, personal references, employment and education verifications, Department of Motor Vehicle, and credit checks

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Visitor Services Department

Manage visitor services activities and amenities for Museum, serve as primary visitor liaison, and recruit and manage a team of part-time Museum staff and volunteers

1. Serve as primary visitor service liaison and supervise staff to provide general visitor services activities including:
 - a. Welcome and direct visitors; respond to enquiries in person and by telephone and email; provide information about Museum, and distribute marketing and educational materials; receive visitor feedback; and collect visitor contact and marketing information
 - b. Support gift shop and food services management; process sales, receive on-site donations, conduct cash transactions, and process credit cards
 - c. Open and close Museum

- d. Direct visitors regarding audiovisual resources and monitor equipment status; oversee site and gallery security when open; and monitor status of facility and site including all systems
- e. Provide basic first aid to visitors, contact emergency services if required
2. Manage all visitor services for the Museum, including general visitor services activities, tours, gift shop, food service, and other amenities
 - a. Recruit, interview, screen, train, schedule, evaluate, retain, and daily supervise part-time visitor services staff (and volunteers), as well as staff/volunteers for docent tours, gallery attendants, and program support, collaborating with Museum departments to provide relevant training
 - b. Manage all visitor services financial transactions and provide accurate reports to business office
 - c. Work in, manage relevant sub-systems, and supervise use (including training) of constituent management system Altru
 - d. Manage gift shop for Museum
 - e. Manage food service for Museum
 - f. Manage reservations for group tours
 - g. Track and compile attendance statistics and visitor feedback, and produce regular reports
 - h. Serve as first point of contact for any escalated visitor complaints, and take appropriate action regarding access, safety, or security issues
 - i. Maintain and ensure staff and volunteers maintain basic first aid training
 - j. Maintain positive external relationships with City departments, local homeowners and organizations, and nearby businesses
 - k. Prepare Visitor Services department budget, attend staff meetings, and order supplies
3. Collaborate with Museum staff on management of events and educational programs and resources, including: Museum's event/program calendars, print materials, signage, and audiovisual resources; as well as event planning, invitations, ticketing/rsvps, scheduling staff, and event production

Volunteer Management

Recruit and manage a team of volunteers needed to assist in the delivery of the Museum's programs and services (VSM is not responsible for internship recruitment/management)

1. Recruit, interview, screen, and place applicants for volunteer work, ensuring a good match between the skills, qualification, and interests of volunteers and the needs of the organization
2. Collaborate with Museum departments to provide volunteers with appropriate, training, supervision, resources and tools to be successful
3. Plan and implement formal and informal activities to recognize volunteers and as social activities
4. Develop and manage volunteer policies, and work with volunteers to resolve grievances and promote cooperation
5. Maintain accurate records and reports for volunteers
6. Prepare Volunteer Program budget

Facilities

Monitor status of Museum facilities and systems, ensuring public spaces are set-up and tidy and Museum equipment and systems are functioning properly, and assist with arranging staff and outside vendors to repair and maintain

1. Monitor condition of all indoor and outdoor public spaces for general operations and all types of programming, including galleries, bathrooms, outdoor amenities, signage, windows, doors, gates, floors, irrigation, plantings, and trash, etc.
2. Monitor status of audiovisual and other equipment in galleries, entry, and resource areas, for general operations and all types of programming
3. Monitor status of security system, fire safety system, and climate controls
4. Monitor status of artworks, installations, and galleries
5. Review and collaborate with Museum staff and to update emergency and disaster plans