



Discovery Museum Job Description

Job Title: Assistant Director of Visitor Services and Operations

Reports to: Director of Visitor Services and Operations

Weekly Hours: 40 hours per week, 8:00am-5:00pm

Weekly Schedule: Tuesday-Saturday, including occasional evenings and holidays

Salary: \$35,000-42,000

Date: April 29, 2021

Position Overview

The Assistant Director of Visitor Services and Operations (ADVS) is involved in all aspects of visitor services, customer satisfaction, and safety at the Discovery Museum. This includes managing the public spaces of the Museum and frontline staff, including the Assistant Managers, Admissions staff, Explorers and volunteers. The ADVS serves as the lead for Visitor Services Department volunteers, the Teen Volunteer Program, and corporate and work-experience volunteer groups. The ADVS collaborates with all other departments to ensure all visitors have a welcoming and enjoyable visit to the Discovery Museum.

Principal Responsibilities:

- Support the Director of Visitor Services and Operations in sustaining a welcoming and safe environment for all visitors and staff
- Supervise frontline staff and oversee daily public operations of the Museum in collaboration with the Director of Visitor Services and Operations
- Ensure the successful opening and closing of the Museum
- Responsible for recruiting, hiring, training, supervision, and evaluating Museum volunteers
- Take an active role in training and managing Visitor Services staff along with the Director of Visitor Services and Operations
- Disseminate clear information regarding policies to all Museum staff and volunteers
- Provide staff feedback in a respectful and constructive manner
- Take on Explorer gallery duties and Admissions tasks when needed, especially during peak visitation periods.
- Ensure accurate cash handling when staffing the Admissions desk and reconcile end-of-day Admissions Desk and Store transactions.
- Respond to visitor questions, needs, and emergencies, including clean-up of bodily fluids (training will be provided)
- Uphold Discovery Museum's COVID-19 safety policies and procedures.
- In collaboration with the Facilities Department, confirm exhibit safety and tidiness of public spaces.
- Help ensure security of the Discovery Museum campus, including buildings and grounds.



- Maintain accurate files, resources, and administrative documents for the Visitor Services Department.
- Support frontline staff development and team building through regular trainings and Museum-wide events (group learning opportunities, meetings, and social events, etc.)
- Other duties as needed.

Supervision Exercised:

The Assistant Director of Visitor Services and Operations will help oversee customer service staff and volunteers.

Qualifications:

- College degree and 2+ years professional experience, preferably in the fields of customer service, management, or museums.
- Enjoys working with the public and demonstrate friendliness, professionalism, enthusiasm, and a customer-focused approach.
- Excellent verbal and written communication skills.
- Excellent skills in time management, attention to detail, problem-solving, creative thinking, and a considerable degree of initiative.
- Ability to work well under pressure, respond to emergencies, and diffuse stressful situations appropriately.
- Able to navigate the full Museum campus and lift 30 pounds.
- Have access to reliable transportation.
- Experience working with diverse constituencies is a plus.
- First Aid certification and bilingual skills are helpful.
- A successful CORI check will be required at time of offer.

Apply: Please email cover letter and resume to Nina Sabettini at nsabettini@discoveryacton.org with the position title in the subject line. No phone calls please.

Discovery Museum is an Equal Opportunity Employer and committed to providing a welcoming and inclusive space for all.