**Job Title:** Director of Visitor Services and Operations  
**Reports to:** Senior Director of the Museum Experience  
**Weekly Hours:** 40  
**Weekly Schedule:** Sunday-Thursday  
**Date:** January 16, 2020

**Position Overview:**  
The Director of Visitor Services and Operations is a critical member of the Discovery Museum’s management team and the Museum Experience team. S/he is responsible for directing daily operations, overseeing an excellent visitor experience, supervising customer service staff, maintaining operations budgets, ensuring campus security, and managing income streams of birthday parties and Museum rentals.

**Principal Duties and Responsibilities:**
- Assess, build, and lead the overall quality of the guest experience and daily operations of the facility to ensure a premier experience for all.  
- Create and sustain a welcoming environment for all visitors and staff.  
- Develop and ensure that department systems, procedures and practices support effective operations while providing outstanding customer service.  
- Implement assessment of the visitor experience through constant evaluation of all aspects of Visitor Services, and provide regular analytical reports to the CEO and management team.  
- Manage operations budgets, including inventorying and replacing exhibit consumables.  
- Develop new revenue opportunities and grow existing streams, together with a cross-Museum team.  
- Maintain close coordination with the School & Group Relations Manager and Manager of Learning Experiences to ensure provision of a seamless Museum experience for all visitors.  
- Collaborate with the Facilities and Exhibit Maintenance department to ensure exhibits are in excellent condition, museum buildings and grounds are visually appealing, and entire campus is well-maintained and secure.  
- Lead regular cross-team meetings to discuss timely operational details and logistics.  
- Supervise and train customer service staff, including admissions desk staff, birthday party managers, and weekend Museum managers.  
- Assist with admissions, birthday parties, and rentals management when needed.  
- Prepare staffing schedules for admissions, birthday parties, and rentals.  
- Oversee the quality and delivery of all birthday parties and Museum rentals.  
- Regularly evaluate Museum operations and identify areas for improvement and cost savings.  
- Participate in weekly Exhibits meetings and help to provide high-quality, hands-on experiences throughout the Museum campus.
• Liaise with the Education and School & Group Programs teams to support programs, field trips, and special visits.
• Oversee on-site details for visits by special-needs groups, corporate groups, and community partners.
• Ensure security of the Discovery Museum campus, including buildings and grounds.
• Maintain an emergency management plan for safety and evacuation of visitors and staff, and conduct regular related trainings for all Museum staff and volunteers.
• Create contingency plans for overflow parking, maximum building capacity, and other needs for high visitation periods.
• Work with the Marketing department to support admissions programs and promotions, and process memberships.
• Together with the Development department, recruit and manage corporate volunteers.
• Other duties as needed or required.

**Supervision Received:**
The Director of Visitor Services and Operations reports to the Senior Director of the Museum Experience.

**Supervision Exercised:**
The Director of Visitor Services and Operations will supervise the Assistant Director of Visitor Services & Operations, customer service staff including admissions desk staff, birthday party managers, weekend Museum managers, and corporate volunteer groups.

**Qualifications & Skills:**
Bachelor’s degree and a minimum of five years of progressively responsible experience managing guest relations, professional staff, and operations within a complex hospitality, cultural institution or similar highly customer/guest-centric environment. Must enjoy working with the public and demonstrate friendliness, professionalism, enthusiasm, and a customer-focused approach. Should possess excellent organizational skills, a considerable degree of initiative, and ability to manage and prioritize multiple projects and timelines in a fast-paced environment. Must have effective and persuasive communication skills: able to speak and write clearly and informatively and able to present information to a variety of internal and external stakeholders. Must be able to work a Sunday-Thursday schedule, including school vacation weeks, occasional evenings, and some holidays (the Museum is closed for major holidays including Christmas Eve and Day, Thanksgiving eve and day, July 4th, Labor Day, Easter Sunday, and Memorial Day). Should be able to move safely throughout the museum campus and lift 30 pounds. Bilingual skill is helpful.

To apply, please send cover letter and resume to Brindha Muniappan, 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.