



Job Title: Director of Visitor Services

Reports to: Senior Director of the Museum Experience

Weekly Hours: 40

Weekly Schedule: Sunday-Thursday

Date: April 8, 2022

Salary Range: \$50,000-\$60,000

Position Overview:

The Director of Visitor Services is a critical member of the Discovery Museum's management team and the Museum Experience team and is involved in all aspects of visitor services, customer satisfaction, and safety. S/he is responsible for overseeing an excellent visitor experience, supervising frontline staff, tracking and reporting on visitation, ensuring campus safety and security, and managing income streams of birthday parties and Museum rentals.

Principal Duties and Responsibilities:

- Responsible for the management and development of all visitor services and amenities to ensure the delivery of an exceptional visitor experience.
- Maintain efficient daily operations of the Museum campus.
- Implement regular assessment of the visitor experience to develop data-driven plans for increasing visitation, revenue, and visitor satisfaction.
- Lead Visitor Services team by example and ensure that all team members are supported in their responsibilities to provide excellent service and a positive Discovery Museum experience.
- Ensure appropriate staffing for general visitation hours, on-site events, birthday parties and rentals, and off-site community events.
- Manage the point-of-sale system for admissions and the Museum store and oversee online reservations and ticketing.
- Maintain the Visitor Services budget and set annual goals for revenue.
- Uphold the Museum's COVID-19 safety policies and procedures and sustain compliance with safety and sanitary practices as endorsed by Museum management, federal, state, or local regulations.
- Collaborate with the Facilities and Exhibit Maintenance team to ensure exhibits are in excellent condition, Museum buildings and grounds are visually appealing, and the entire campus is well-maintained and secure.
- Create contingency plans for overflow parking, maximum building capacity, and other needs for high visitation periods.
- Maintain an up-to-date emergency management plan for safety and evacuation of visitors and staff and conduct regular related trainings for all Museum staff and volunteers.
- Contribute to the development and implementation of the Museum's Sustainability Plan and Diversity, Equity, Accessibility, and Inclusion goals.
- Collaborate with Museum Experience members to develop an annual schedule of training and enrichment opportunities for the Visitor Services team.
- Participate in Exhibits team meetings and help to provide high-quality, hands-on experiences throughout the Museum campus.
- Collaborate with the Marketing department to respond to visitor issues and monitor memberships and Museum store sales.



- Maintain close coordination with the Education Directors and School & Group Programs team to support programs, field trips, and other group visits.
- Together with the Development department, recruit and manage corporate volunteers.
- Other duties as needed or required.

Supervision Received:

The Director of Visitor Services will report to the Senior Director of the Museum Experience.

Supervision Exercised:

The Director of Visitor Services will supervise customer service staff including the Assistant Director of Visitor Services, Explorers, volunteers, admissions representatives, birthday party staff, and assistant managers.

Qualifications & Skills:

Qualifications: Minimum of five years' experience managing guest relations and professional staff within a hospitality site, cultural institution, retail establishment or similar customer/guest centric environment, is required. Should possess excellent customer service, management, and organizational skills, and a considerable degree of initiative. Should be able to work independently and perform multiple tasks efficiently without close supervision. Must be able to work a Sunday-Thursdays schedule, some holidays, school vacation weeks, and occasional evenings. Must be able to move safely throughout the Museum campus and lift 20 pounds. Comfort with Blackbaud's Altru or other customer relationship management software is desired. Bilingual skill is helpful.

Benefits:

- Participatory workplace in which staff have a voice in key organizational issues
- Medical, dental, life, and long-term care insurance
- Paid leave including vacation, medical, and dependent-care leave
- 10 paid holidays
- Paid parental and long-term caregiver leave
- 403B retirement savings plan
- Institutional membership to Association of Children's Museums institutions and New England Museum Association
- Free or discounted admission to more than 1,000 North American Reciprocal Museums arts and cultural institutions

To apply: Send cover letter and resume to bmuniappan@discoveryacton.org. No phone calls please.

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