

Job Title: Visitor Engagement Supervisor

Reports To: Executive Director

FLSA Status: Non-exempt

Rate / Hours: \$15 - \$18 per hour / (20 -36 hours per week)

PRIMARY PURPOSE

As an important member of the Visitor Experience Team, the Visitor Engagement Supervisor (VES) serves as a primary interface with museum visitors. The VES supports CMFDL's marketing and communication efforts while sharing information about museum offerings. This position interacts with customers and colleagues in a way that is **Welcoming, Helping, Friendly, Fun, Proactive & Safe**. Primary tasks involve processing admissions, memberships and program registration, supporting special events, maintaining cleanliness of the museum/exhibits and guiding playmaker staff (with the support of the Visitor Experience Manager).

ESSENTIAL DUTIES AND RESPONSIBILITIES

(other duties may be assigned)

- Acts as an ambassador and positive representative of CMFDL
- Supports visitor service tasks such as welcoming guests, processing admissions, membership sales and renewals, security and maintenance monitoring, cleaning and maintaining condition of museum/exhibits
- Conducts opening and closing procedures, including money handling.
- Supports collection of accurate attendance and participation data.
- Communicates exhibit/facility maintenance concerns to the appropriate staff..
- Promotes proper museum utilization and enjoyment by sharing health, safety and museum guidelines.
- Resolves issues that may arise with staff and visitors.
- Supports positive culture by engaging in and leading team building activities.
- Guides playmaker staff in achieving tasks/policies/significant contributions outlined by management.
- Supports marketing and communications by sharing information with museum visitors, customers and team members.
- Guides tours for interested customers.
- Answers the telephone, directs calls and distributes mail to the appropriate team member.

QUALIFICATIONS

- Proven ability to communicate both orally and in writing with a wide variety of individuals.
- 1-2 years of experience in a retail or customer service position preferred.
- Evidence of experience with prioritizing and critical thinking.
- Enjoys working with the public, meeting new people and coaching others (Playmakers, volunteers, and children).

CERTIFICATES, LICENSES, REGISTRATIONS & OTHER REQUIREMENTS

Valid driver's license and the ability to pass a background check.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must be able to lift and/or move up to 40 pounds unassisted.

WORK SCHEDULE

This position generally requires work to be performed between 8:00am and 5:00pm, Tuesday through Saturday. Full day shifts and partial day shifts are available. The Visitor Experience Supervisor must be willing and able to work a flex schedule to meet the demands of the position.

To apply for this position, send a resume and/or letter of interest to info@cmfdl.org.