

Job Description

Job Title: Visitor Experience and Membership Manager

Reports To: Executive Director

FLSA Status: Non-exempt

Pay Range: \$15.00 - \$18.50 - plus weekend differential of \$3/ hour for Saturdays/ Sundays

Hours per week: avg. 34 (Tuesday – Friday, every other Saturday & occasional Sundays)

PRIMARY PURPOSE

Identifies and manages opportunities for membership growth that support strategic objectives related to diversity, equity, access and inclusion. Collaborates with partnering nonprofits to collectively and efficiently support children and families. Supports safe and healthy use of CMFDL, including cleaning and maintenance. Serves on the staff leadership team to ensure delivering of high-quality museum experiences and branding as **WHFF & P (Welcoming Helping Friendly Fun & Proactive or)** for the Children's Museum of Fond du Lac (CMFDL).

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

- Implements policies and procedures to provide a safe, positive and effective experience for staff and visitors to the museum.
- Manages visitor traffic which includes but is not limited to museum members and visitors, field trips, birthday parties, classes, programs and events.
- Oversees receipt of museum admissions, membership sales and retention, security and maintenance monitoring, cleaning of the museum and exhibits, scheduling classes, field trips and birthday parties, voicemail update and other front-line duties.
- Makes recommendations on best practices for admissions and membership procedures and pricing.
- Works closely with all CMFDL staff to ensure appropriate staffing for events.
- Maintains accurate records of visitor and volunteer data.
- Communicates all exhibit and facility maintenance concerns to the Executive Director or other appropriate staff.
- Supports 4 main functional areas: programs and services (40%), fundraising (5%) and general (5%), membership development (50%)

SUPERVISORY RESPONSIBILITIES

Initially, this position will not have any supervisory responsibilities, however, as the CMFDL's user base grows, responsibilities may include training and supervision of new staff and volunteers.

QUALIFICATIONS

- Demonstrates high level of management skills.
- Proven ability to communicate both orally and in writing.
- Experience with and ability to meet deadlines.
- Ability to Multi-Task, perform many projects at once.
- Ability to relate well to people of all ages and backgrounds.
- Ability to work successfully as a team player.
- Ability to be self-motivated and to work independently.

EDUCATION and/or EXPERIENCE

- Experience working with children.
- Prior customer service or nonprofit leadership preferred.
- Associates degree (Business, Information Technology or Leadership and Organizational Development) or Bachelor's degree (Leadership, Business or Human Services) preferred.
- Proficiency with a number of software programs required.

QUALIFICATIONS & OTHER REQUIREMENTS

- Valid driver's license and ability to pass a background check.
- Weekend work required.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

This position requires extended work hours for evening and weekend events (large and small). The VEMM must be willing and able to work a flex schedule to meet the demands of the position.

SUPPORT STRUCTURE

The VEMM is an integral part of the staff leadership team of the organization model (dated January 2021) as reviewed by the Board of Directors. On an annual basis (or more often if needed), the VEMM will review goals and progress with the Executive Directors and outline action plans needed to support the VEMM's professional development as well as the museum's growth and development.