

Museum of Discovery

Guest Experience Manager

Job Description



Job Summary:

The Guest Experience Manager (GEM) ensures each guest has a dynamic, immersive, fun experience that reflects the mission of the Museum of Discovery. This position requires a friendly, welcoming individual who enjoys engaging with children and families in a guest-focused environment. The GEM is responsible for the supervision and management of part-time and seasonal guest experience staff and volunteers; ensures and supports sufficient staffing coverage in exhibit spaces; acts as a day-of liaison for field trips; and supports day-to-day operations and special events. Because the GEM is a representative of the Museum, premium customer service is always required when interacting with guests. The GEM handles customer service issues and demonstrates exemplary customer service and guest engagement to create a welcoming and inclusive environment. The GEM's work schedule depends on seasonal workloads, and he or she must be available to work weekends and some evenings.

Department: Education

Reports to: Director of Museum Experiences

Education: Bachelor's degree is preferred but not mandatory.

Preferred Experience: Three years of supervisory experience, preferably in the museum or hospitality industry

Workplace Values:

We are looking for employees who exemplify our company values:

- Imagination – We are dedicated to providing an experience that fosters imagination and ignites passion.
- Growth – We are passionate about training our employees and recognizing the uniqueness of everyone.
- Neighborly – We strive for positive relationships, where everyone does their part to make them successful.
- Integrity – We adhere to the highest moral and ethical standards in all that we say and do.
- Teamwork – We are a diverse but unified team, working together to achieve excellence in all that we do.
- Embracing Change – We are always open to new ways to improve employee engagement.

Special Skills and Personal Attributes:

- Proficiency in scheduling and operations management
- Proven ability to manage a diverse staff with a team approach
- Able to work in a fast-paced, active environment with the ability to adapt to change
- Strong organizational skills and ability to manage multiple tasks simultaneously
- Strong written and verbal communication skills
- Ability to display and use effective interpersonal skills, positive attitude, and collaborative spirit and interact with people at all levels of the Museum
- Effectively interact with people of diverse backgrounds and different levels of experience
- Strong attention to detail
- Proven ability to work independently as well as in a team environment
- Strategic thinker and able to problem solve effectively under pressure
- Ability to balance shifting priorities in a dynamic, fast-paced, and ever-changing environment.
- Valid driver's license, current auto insurance, and reliable personal transportation required

Job Responsibilities:

- Embody the mission of the museum and always present a positive, professional image and act as an ambassador for the museum
- Provide visionary leadership in the development of robust guest experiences

- Assist the Director of Museum of Experiences with the management of the guest experience team through hands-on supervision and actively facilitating guest experiences alongside the team
- Supervise education staff and volunteers and support their work in the museum's public spaces
- Participate in interview, selection and training of new staff
- Follow and document systems for hiring part-time employees, training, team evaluation, communication and capturing stories of impact
- Conduct performance reviews and update systems annually
- Ensure proper staff coverage and execution of daily programs, activities, group visits and/or experiences through written schedules and consistent communication
- Supervise or implement museum opening and closing procedures
- Follow and execute a consistent training plan established by the Director of Museum Experiences that includes facilitation techniques, customer service, emergency procedures and inclusion strategies
- Help plan and facilitate ongoing team professional development and maintain training records
- Follow and execute an evaluation plan and assessment tools established by the Director of Museum Experiences for educators and volunteers that includes coaching and regular recognition
- Empower team to adjust levels of guest engagement techniques based on visitation levels and audience make-up
- Respond to incidents and file incident reports regarding accidents that may have required first aid as well as logging guests' concerns
- Work with the education team and community engagement coordinator to identify volunteer opportunities and assist with scheduling and training volunteers
- Help the Director of Museum Experiences establish and implement evaluation procedures to gauge the effectiveness and impact of guest engagement strategies
- Ensure safety protocols are followed
- Manage budget items pertaining to guest experience
- Maintain written documentation of procedures, safety protocols, training records, schedules, coaching, evaluations, and program content and make those available to the Director of Museum Experiences and museum administration

The responsibilities listed above are intended only as illustrations of the various types of work the GEM may perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment for the person in the position. The Museum of Discovery reserves the right to revise or change position duties and responsibilities as necessary to accommodate changing organizational needs.