

Museum of Discovery

Guest Experience Manager

Job Posting



Do you light up when you walk into a room full of curious kids and excited families? Are you a natural leader who thrives in fast-paced, joyful environments? The Museum of Discovery is looking for a dynamic Guest Experience Manager to lead our frontline education team and help us deliver extraordinary moments, every single day.

This is more than a management role — it's a chance to shape how thousands of guests each year experience the wonder of discovery.

ABOUT THE ROLE

As Guest Experience Manager at the Museum of Discovery, you'll be the driving force behind every memorable moment our guests have — from hands-on tinkering sessions and live science demonstrations to school field trips and birthday celebrations. You'll recruit, train, and inspire a passionate education team, serve as Manager on Duty during operating hours, and continuously shape how we engage with guests of all ages — including our live animal ambassadors. This is a role for someone who leads from the floor, loves people, and is always looking for ways to make the extraordinary feel effortless.

Department: Education Department

Reports to: Education Director

Shift: Tuesday through Saturday or Wednesday through Sunday

Salary Range: \$45,000 - \$50,000

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.

WHAT YOU'LL DO

As Guest Experience Manager, you'll be the heartbeat of our museum floor — leading from the front, solving problems in real time, and inspiring your team to deliver memorable guest interactions.

Staff Leadership & Development

- Lead, coach, and energize a team of part-time and seasonal guest experience staff through hands-on supervision.
- Recruit, hire, and onboard new team members; build and maintain a robust training program covering facilitation, customer service, emergency procedures, and inclusion strategies.
- Create staff schedules and the Daily Guest Experience Schedule, empowering team members to adapt engagement levels based on audience and visitation.

- Identify volunteer opportunities and assist with placement and training in partnership with HR.

Manager on Duty

- Oversee daily opening and closing procedures and maintain gallery and exhibit readiness.
- Manage school group field trip logistics, audience flow, and on-site guest experience.
- Handle escalated guest concerns promptly and professionally.
- Ensure all equipment — including sound systems and microphones — is operational and ready.

Program & Experience Development

- Lead the creation and delivery of live theater performances, early-childhood programs, tinkering activities, birthday parties, workshops, adult programs, and special events.
- Design and implement guest engagement strategies that reach diverse audiences and deepen impact.
- Develop income-generating experiences that boost attendance and enhance member value.
- Collaborate with the Education Director, community partners, and Development Department to bring innovative programming to life.

Administrative Responsibilities

- Maintain thorough records of procedures, training, evaluations, and program content.
- Manage guest experience budget items and communicate programs with the Marketing Director.
- Partner with Exhibits and Facilities for building and exhibit needs.

WHAT WE'RE LOOKING FOR

Preferred Qualifications

- Bachelor's degree (preferred)
- 2+ years in a customer service role
- 1+ year in a management or supervisory position
- 1+ year in staff recruitment, hiring, and training
- Experience creating and communicating staff schedules
- Familiarity with assessments, evaluations, and surveys
- Experience in dynamic, high-energy environments

Skills & Attributes We Admire

- Energetic, dependable, and genuinely personable — you love working with children and adults alike.
- A proven team builder who leads by example and is approachable by staff at all levels.
- Adaptable and calm under pressure; a skilled problem-solver who can de-escalate tense situations.
- Strong written and verbal communicator with a talent for engaging diverse audiences.
- Highly organized with excellent attention to scheduling and performance calendars.
- Self-directed learner with curiosity, passion, and excitement for new challenges.
- Proficient in Google Suite and Microsoft Office.
- Reliable personal transportation required.

Ready to lead unforgettable experiences?

We'd love to hear from you. Apply today by sending your resume to: awalters@museumofdiscovery.org

Museum of Discovery | museumofdiscovery.org