

# 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

#### **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](mailto:awalters@museumofdiscovery.org)

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