



BROOKLYN CHILDREN'S MUSEUM JOB DESCRIPTION

POSITION/TITLE:	Visitor Experience Supervisor
STATUS:	Non-Union, Exempt
SALARY:	\$16/hour
DEPARTMENT:	Visitor Experience
SUPERVISOR:	Manager, Visitor Experience

Brooklyn Children's Museum, the world's first museum expressly designed for children, is a pioneer in the fields of early childhood education and informal learning. Rooted in its Brooklyn community, the Museum's mission is to provide first cultural experiences for children and families that inspire curiosity, creativity, and lifelong love of learning. Brooklyn Children's Museum serves 275,000 children and adults annually, and operates in a 125,000 square feet of indoor and outdoor space owned by the City of New York.

Position Summary

The Visitor Experience Supervisor reports concurrently to the Director of Visitor Experience and the Visitor Experience Manager. The Visitor Experience Supervisor will be given challenging work that provides key support to manage floor operations, part time Visitor Experience Hosts, interns, and volunteers across the museum:

Main Position Responsibilities

- Assist in managing all (public) floor operations working collaboratively with the Visitor Experience Manager;
- Ensure that exhibition spaces are reset at the end of each day, following protocols established by the Exhibits Department;
 - Oversee the work of Visitor Experience Hosts in resetting the exhibition spaces and ensure it occurs in a timely manner.
- Assist Visitor Experience Manager in the the day-to-day work of part time Visitor Experience Hosts, interns, and volunteers;
- Act as liaison between the Visitor Experience, Facilities, Custodial, Security, and Exhibits departments for all matters relating to museum floor and exhibition spaces maintenance, program schedules and locations;
- Open, maintain, and close the museum's cash registers in lieu of the Visitor Experience Manager whenever necessary;

- Send End-of-Day (EOD) attendance and sales report in lieu of the Visitor Experience Manager, whenever necessary;
- Learn, use and teach the Altru point-of-sales system to all Visitor Experience Hosts;
- Other assignments as requested.

Staff Management

- Ensure that scheduled Visitor Experience Hosts, interns, and volunteers have reported for duty, filling the positions for those who call out, and ensuring staff complete any assigned work;
- Enforce regulations which pertain to cell phone usage, dress code, attendance and punctuality;

Customer Service

- Respond to Visitor Experience staff and visitors' questions, ensuring the proper dissemination of information about the museums' programs, exhibitions, and special events;
- Manage and resolve any potential conflict that may arise with visitors;

Qualifications & Skill Requirements

- A Bachelor's Degree or being currently enrolled in college.
- Must be at least 18 years old.
- Minimum of 2 years working with children in some capacity.
- Minimum of 2 years supervising or managing experience.
- Possess excellent verbal and communication skills.
- Open availability for weekends (both Saturday and Sunday) and some weekday and holiday flexibility required.
- Background/fingerprint checks will be completed.
- Ability to stand and walk around for extended periods
- Ability to bend, kneel, and lift up to 20 pounds. .
- Must have a positive and energetic attitude.

Schedule

- Part-time, between 20-28 hours per week.

Application Information

- Please send a cover letter and resume as 1 PDF to careers@brooklynkids.org with "[Your Last Name] – Visitor Experience Supervisor" in the subject header.

We value a diverse workforce and an inclusive culture. BCM encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, and veteran status.