

BROOKLYN CHILDREN'S MUSEUM

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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, BCM'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 300,000 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 Department serves as a first point of contact with Museum visitors, staffing the front desk and coat check areas, conducting daily admissions and membership transactions, monitoring the Museum floor when needed, and actively encouraging participation in Museum activities. Staff in this department are committed to creating a warm and welcoming environment for children and caregivers visiting Brooklyn Children's Museum.

Visitor Service Supervisors oversee part-time VE Hosts, monitor daily operations: Museum admission and check-in operations, supervise coat check, greet and orient groups, and supporting the larger team in organizing and executing all logistical matters related to the visitor experience. Qualified candidates will enjoy interfacing with people on a daily basis, providing excellent customer service and hospitality, and will have a demonstrated interest in working in cultural, educational or early childhood spaces.

Key Responsibilities

- The VE Supervisor supports management of floor operations, including supervising VE Hosts, interns and volunteers. They project and maintain a strong commitment to welcoming, encouraging, and engaging with youth of all ages and

families of all types.

Leads Team in Providing Excellent Hospitality and Customer Service

- Welcomes and orients visitors by offering assistance in a warm and friendly manner, ensuring all programs, exhibits and services are properly communicated to visitors.
- Ensures cleanliness and safety standards through frequent walk-throughs, taking action or notifying other parties where appropriate.
- Proactively responds to visitor or staffing needs. Resolves minor guest and/or staff conflicts.
- Communicates Museum programs and services through daily interaction with the public.
- Greets groups arriving for classes and events, and assists with coats and lunches.
- Follows procedures for opening and closing, including cash reconciliation.
- Troubleshoots visitor issues, answers museum telephone line, and routes calls as necessary.
- Confirms all public signage is up-to-date and accurate.
- Monitors and maintains Museum floor for visitor related issues and cleanliness.
- Follows Museum procedures for opening and closing, including cash reconciliation.
- Record attendance data and other types of visitor information as assigned.
- Manages and fields surveys on the floor as needed.

Supervises Visitor Services Hosts and Volunteers

- Engages, supervises and coaches the Visitor Service Host staff with proactive support and a focus on team building and coaching, leads by example.
- Conducts observations, provides constructive feedback to VE Hosts, and gives positive reinforcement.
- Trains and coaches cash register, membership sales, and data collection procedures.

Performs other tasks as assigned by Supervisors

- Assists with data entry tasks and mailings.
- Assists with on and offsite Museum events, including some evening events.
- Performs other duties as assigned.

Qualifications & Skill Requirements

- Creative and friendly, with a passion for BCM's mission, work and community.
- Minimum of 2 years working in a museum, summer camp, afterschool, preschool, retail, hospitality, or other family-oriented setting.
- At least one year in a supervisory role.
- High School diploma or equivalent required. Bachelor's Degree preferred.
- Positive, outgoing and energetic personality, with excellent verbal and communication skills.

- Demonstrated interest in working in museum, cultural or early childhood education settings.
- Availability on weekends (both Saturday and Sunday), with some weekday and holiday flexibility.
- Ability to stand and walk around for extended periods
- Ability to bend, kneel, and lift up to 20 pounds.

Schedule

- Part-time, between 20-28 hours per week. Weekend work is required in this role. From time to time this employee may be asked to work evenings.

Application Information

- Send a cover letter and resume as 1 PDF to careers@brooklynkids.org with “[Your Last Name] – Visitor Experience Supervisor” in the subject header. Please note that Brooklyn Children’s Museum requires final candidates to complete a background check and fingerprinting.

BCM values 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.