



## JOB DESCRIPTION

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<b>POSITION/TITLE:</b>	<b>Visitor Experience - Manager</b>
<b>DEPARTMENT:</b>	<b>Visitor Experience</b>
<b>SUPERVISOR:</b>	<b>Executive Vice President/COO</b>
<b>STATUS:</b>	<b>Part-time, Non-Exempt</b>

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Brooklyn Children's Museum (BCM) seeks a part-time Visitor Experience Manager to oversee admissions, guest experience, floor staff, space rentals, and birthday parties 28 hours per week. The Visitor Experience Manager ensures high-quality customer service on the Museum's floor, supervising and supporting 10-15 staff members. The Visitor Services Manager should enjoy and have experience with hospitality and customer-facing roles, management of people, and event services. This position reports to the Executive Vice President (EVP).

Specific responsibilities include:

- Oversee front-of-the-house operations, including ticket sales; membership sales; new visitor orientation; and on-going customer service.
- Hire, train, and manage staff to ensure the highest level of customer service.
- Oversee and support earned income services such as group visits and birthday parties.
- Work with the EVP to prepare and manage the operational and personnel budgets for the Visitor Services department. Track admission revenue and analyze trends.
- Manage Altru, online-based point of sale, membership, and fundraising software.
- Oversee cash-handling procedures and maintain accurate counts and financial records. Supervise point of sale and online transaction and register closeouts. Oversee weekly transactions at bank and reconciliations with Finance team.
- Supervise Visitor Experience staff on the floor, working with exhibits and programs managers to ensure adequate staffing and programming in each space.
- Inspect and monitor the Museum's building and exhibits to ensure that they are in good condition to serve visitors. Communicate exhibit and museum-wide repairs to appropriate departments.
- Represent Visitor Experience department in planning meetings. Develop and provide ongoing documentation to communicate institution-wide understanding of visitor attendance and trends.
- Coordinate program supply orders for the department.
- Update website and social media platforms with visitor-related content.
- Represent the Museum at relevant outreach events.
- Provide guidance to interns and volunteers when necessary.
- Other responsibilities as needed.

## REQUIREMENTS

- At least 3 years of experience in a hospitality, customer-service, or events position, preferably in an

environment that serves families.

- Experience in a managerial role, supervising staff and fostering accountability.
- Experience with Altru or other Blackbaud products preferred.
- Experience handling money and working in a public-facing position required.
- Basic experience with WordPress.
- Demonstrated ability to take initiative and handle multiple tasks.
- Exemplary verbal, written communication, and project management skills.
- Flexible and passionate about working with youth in a museum setting.
- Knowledge of Brooklyn's communities.
- Proficient with Macs, PCs, Microsoft Office, Google Apps, and Dropbox.

### **SCHEDULE**

28 hours per week, Thursday to Sunday with the flexibility of adjusting schedule as needed. This role requires onsite work and cannot be done from home.

### **COMPENSATION**

\$35-40/hour based on experience, paid every two weeks. Additional benefits include paid time off, accrued based on number of hours worked, professional development opportunities and training, BCM membership, and free admission to most NY-based cultural institutions.

### **APPLICATION**

Please send a cover letter and resume as 1 PDF to [careers@brooklynkids.org](mailto:careers@brooklynkids.org) with "[Your LastName]-Visitor Experience - Manager" in the subject header.

Applications will be reviewed on a rolling basis until the position is filled. Only those candidates selected for an interview will be contacted. Note telephone calls for position inquiries, please.

### **ABOUT BROOKLYN CHILDREN'S MUSEUM**

Brooklyn Children's Museum ([www.brooklynkids.org](http://www.brooklynkids.org)) is the world's first children's museum and a pioneer in the field of informal learning. Inspired by the energy and diversity of our borough, Brooklyn Children's Museum's mission is to create experiences that ignite curiosity, celebrate identity and cultivate joyful learning. Located in Crown Heights, Brooklyn, the Museum serves 300,000 children and adults annually through its exhibits, school, public, and after school programs.

### **EQUAL OPPORTUNITY EMPLOYMENT**

Brooklyn Children's Museum is an Equal Opportunity Employer and does not discriminate on the basis of age, color, national origin, ethnic origin, citizenship status, disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, veteran status, or any other characteristic protected by federal, state, or local law in its employment policies.

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