

The Works Museum
Visitor Experience Assistant Supervisor Job Description

Department: Operations

Date: August 2023

Reports To: Visitor Experience Supervisor

Status: Non-exempt

Salary: \$16.50-\$18/per hour, commensurate with Experience

Hours: 12-20 hours per week; Sundays and Mondays; some Saturdays, and variable weekday hours; as early as 8:30 a.m. and as late as 5:30 p.m.

As a key member of the Operations Team, the Visitor Experience Assistant Supervisor is a resourceful, results-driven professional whose primary responsibility is the supervision of the Museum gallery and the daily scheduled Visitor Experience Staff, to ensure smooth daily operations.

Responsibilities

- Daily supervision of museum gallery and visitor amenities, routinely monitoring for cleanliness, attractiveness, functionality, and appropriate supply levels.
- Supervise Visitor Experience Staff (front-line and birthday party), ensuring professional, effective, and friendly customer service for all museum visitors.
- Ensure that school group visitors are greeted, oriented, managed through transitions, and monitored during museum visits.
- Supervise birthday party staff and ensure they deliver high quality customer experiences. Staff birthday parties, when necessary.
- Implement and oversee museum opening and closing procedures and processes, including cash handling, making sure all are strictly followed. Work closely with Database and Operations Manager and Visitor Experience Supervisor, who provide backup in the daily supervision of front-line staff, and Museum gallery.
- Other duties as assigned.

Qualifications:

- High school diploma or equivalent required.
- Proven successful experience as a retail or customer service manager, 1-2 years' experience, preferred.
- Excellent customer service skills.
- Strong organizational skills and attention to detail.
- Proficient with Microsoft Office Suite software.
- Experience working with elementary aged children in informal or formal setting.
- Experience working with diverse communities.
- Interest and/or background in a STEM field.
- Excellent verbal and written communication skills
- Ability to lift 25 pounds.

Personal Attributes

- Employs a strong work ethic and high standards for their own work and the work of others.
- Is personable, articulate, and an excellent communicator.
- Energetic and engaging with a good sense of humor.

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To Apply: Please submit electronic cover letter and resume to jobs@theworks.org. We'll begin evaluating applications as they're received. Position open until filled.