

**The Works Museum
Job Posting**

Job Title: Visitor Experience Supervisor B (VESup B)

Date: September 2024

Department: Operations

Reports To: Database and Operations Manager

Status: Hourly, non-exempt

Salary: \$17.25-\$18.50

Hours: 24-28 hours per week; Saturdays or Sundays and variable weekday hours; as early as 8 a.m. and as late as 5:30 p.m.; some evenings may be required.

The Works Museum makes learning about science and engineering interesting, engaging, and fun. The Museum's unique exhibits and programs create memorable learning experiences for all children. Our mission is to inspire the next generation of innovators, engineers, and creative problem solvers.

The Visitor Experience Supervisor B is responsible for overseeing smooth daily operations of the museum, including the exhibit gallery, staffing, programming, amenities, and opening and closing procedures. The position is also responsible for coordinating camp logistics, and processing camp registrations and museum memberships.

Responsibilities

- Supervise museum opening and closing; routinely monitor the exhibit gallery and visitor amenities for cleanliness, functionality, and appropriate supply levels.
- Support in hiring, training, and supervising of Visitor Experience Staff, ensuring all front-line staff provide professional and friendly customer service to museum visitors.
- Oversee group visits ensuring groups are welcomed, orientated, and managed throughout their visit
- Supervise birthday party staff to guarantee exceptional customer experiences; facilitate birthday parties, when necessary.
- Supervise and maintain all cash handling procedures for museum opening and closing.
- Process camp registrations and memberships; respond to inquiries.
- Coordinate all daily camp logistics, including camp check-in, check-out, lunch, and recess.
- Provide first response to and resolve customer and/or camper issues.
- Provide backup support for all museum exhibit maintenance and repairs.
- Other duties as assigned.

Qualifications

- High school diploma or equivalent, required.
- Proven successful experience as a retail or customer service supervisor or manager, 1-2 years required.
- Excellent customer service and organizational skills, with attention to detail.
- Experience working with elementary aged children in informal or formal settings.
- Experience working with diverse communities and interest and/or background in a STEM field.
- Ability to lift 25 pounds.

The Works is an equal opportunity employer and does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local, or federal laws.

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