

Title: Visitor Services Assistant Manager

Reports to: Visitor Services Manager

Job Type: Part-time [Non-Exempt]

Schedule: 27hrs/wk. | Wednesday to Friday 1:30pm-5:30pm | Saturday & Sunday (& Holidays) 9:30am-6pm

Compensation: \$19-\$22 per hour

Role: The SI Children's Museum (SICM) has a part-time opening for a Visitor Services Assistant Manager. The Visitor Services Assistant Manager (VSAM) will be responsible for assisting the Visitor Services Manager (VSM) in ensuring a positive visitor experience for members and the general public. This includes assisting in the oversight of a smooth admissions process and acting as a resource for staff who deliver floor programs.

Responsibilities:

- Provide support for the operationalization of the admissions areas, which includes the daily ticket sales; membership sales; new visitor orientation; and general customer service. Fill in positions as needed.
- Work with VS, Community and Program Managers to ensure adequate staffing and programming in each public space. Participate in the process of hiring, training and supporting audience-facing staff.
- Assist in planning and managing day-of logistics for group visits, Museum rentals, site wide attractions/events and birthday parties. Participate in planning meetings.
- Handle building operations, such as opening/closing the museum, and making sure exhibits, bathrooms and floors are clean while visitors are present. Inspect and monitor the museum's facilities and exhibits to ensure they are in good condition and visitors are properly served during opening hours. Report the need for exhibit and building repairs to appropriate departments.
- Follow procedures and protocols and monitor that all signage is accurate, bringing to the attention of VSM signs that need updating.
- Coordinate supply orders for public and education programs/outreaches. Assist in the management of the gift shop, conduct inventory and order related items such as ice cream.
- Update Altru, online-based point of sale (memberships, online ticket portal/sales), as it pertains to ticketing constituent needs. Assist in training staff to be proficient in Altru, or other POS systems. Assist in tracking admission revenue and analyzing trends.
- Supervise point of sale and online transaction and register closeouts. Work with the Finance Department to oversee cash-handling procedures and maintain accurate counts and financial records related to admission, programs, and gift shop.
- Complete basic administrative tasks as needed, and other duties as assigned.

Qualifications:

- Either a High School Diploma or the equivalent, and 1-2 years' experience in museum environment or customer service setting required; or an Associates' degree and higher with 1+ years of managerial experience.
- Proficiency in Microsoft office, and excellent multi-tasking and communication skills, including strong public speaking and performance abilities

- Ability to interact and engage with visitors with diverse needs, and ability to often stand, for extended periods of time and lift/move boxes of materials and/or stanchions (25 pounds).

To apply:

Interested applicants should e-mail a cover letter with resume to: asonaike@sichildrensmuseum.org

Qualified candidates of diverse backgrounds are encouraged to apply for the position using the e-mail address indicated above.

Important to note:

Vaccination Requirement

To ensure the overall health and safety of the SICM campus, all staff of SICM are required to be fully vaccinated and have received booster vaccines against the virus that causes COVID-19, absent qualifying exemptions for medical, religious, or other reasons in accordance with applicable laws.

EEO Statement

The SI Children's Museum is an Equal Opportunity Employer and is committed to complying with all federal, state, and local equal employment opportunity laws. The SI Children's Museum provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, religion, sex, pregnancy, sexual orientation, gender identity or expression, national origin, age, disability, marital status, military or veteran status, domestic violence victim status or any other basis prohibited by applicable federal, state, and/or local laws.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.