

MID-HUDSON CHILDREN'S MUSEUM

HIRING ANNOUNCEMENT

GUEST EXPERIENCE MANAGER

Guest Experience Manager. Mid-Hudson Children's Museum, in Poughkeepsie, NY, seeks an upbeat professional with a strong background in customer service, experience supervising staff, and a passion for empowering children and families to serve as Guest Experience Manager.

The Guest Experience Manager is responsible for ensuring positive and memorable experiences for Mid-Hudson Children's Museum guests by managing all aspects of daily museum operations including: opening and closing of the museum, overseeing front desk operations and floor staffing, handling inquiries and booking groups/parties. This position provides supervision and leadership for the Guest Experience staff and floor volunteers, and is a member of the museum's senior management team.

PLEASE NOTE: This is a full-time (37.5 hours/week) hourly position. Weekend, holiday and occasional evening work is required. Potential for advancement.

APPLICATION INSTRUCTIONS

Guest Experience Manager

We welcome your application for the position of Guest Experience Manager at the Mid-Hudson Children's Museum.

Please review the attached position description and include the following 4 items with your application:

- Cover letter
- Resume
- 1 page bullet-list summary that explains how your previous experience supports each of the duties and responsibilities listed in the position description
- List of 3-4 references. Please provide the affiliation, day and evening phone numbers, mailing address, and email address for your references. (*Do not send letters of reference – we will contact references directly.*)

Please e-mail your application as a Word or pdf file to jobs@mhcm.org. Please email your application as an attachment. (Do not send your cover letter or other parts of your application embedded in the text of an email message.)

We are looking to have these positions filled by February 2022 in advance of the Museum's planned reopening in March 2022. Review of applications will begin immediately so that interviewing, onboarding and training can occur in timely fashion.

Thank you for your interest in the Mid-Hudson Children's Museum. We look forward to reviewing your application!

Mid-Hudson Children's Museum

Position Description

Title: Guest Experience Manager

REPORTS TO: Executive Director

MAIN FUNCTION

Responsible for ensuring positive and memorable experiences for Mid-Hudson Children's Museum guests by managing all aspects of daily museum operations including: opening and closing of the museum, overseeing front desk operations and floor staffing, store sales, handling inquiries and booking groups/parties. Provides supervision and leadership for the Guest Experience team and volunteer floor staff. Leads efforts to encourage meaningful family engagement during museum visits. Serves as a member of the museum's senior management team.

DUTIES AND RESPONSIBILITIES

Museum Operations (60%)

- General Museum Operations. Ensures a safe, clean and welcoming environment for guests through daily management of all public spaces (exhibit gallery spaces, lobby, program/party room, restrooms, deck, parking lot, pavilion and museum grounds). Oversees and coordinates daily opening & closing of museum. Maintains and resets exhibit areas. Monitors and cleans public spaces and restrooms throughout the day. Trouble-shoots a variety of operational issues, as required.
- Front Desk Operations. Provides oversight of front desk operations including: processing payments for admission, discounts and membership sales, store sales, handling safety and security issues, fielding inquiries, directing calls to appropriate staff, and ensuring smooth group check-in. Anticipates and responds to guest needs and requests. Staffs the front desk in rotation with team members and provides back-office support. Reviews and updates front desk policies and trains staff, as needed.
- Customer Service. Responds to inquiries, issues and/or complaints in timely, courteous and professional manner, keeping in mind the comfort and safety of museum guests, the reputation of the museum and the policies of the museum at all times.
- Reservations. Oversees and ensures smooth execution of booking process for birthday parties, after-hour parties and pavilion rentals. Executes party and pavilion rental contracts.
- Database support. Serves as Altru database administrator for point-of-sale (POS), ticketing, and registration/bookings functions. Creates and shares monthly zip code and admissions reports.

- Cross Department Collaboration. Works closely with members of senior management team on special events, donor relations, grounds maintenance and security, staff training, volunteer placement, and other special initiatives.

Team Leadership (30%)

- Supervision of Staff. Responsible for hiring, training, evaluating and supervising members of the Guest Experience team, as well as volunteer floor staff. Empowers team by supporting individual and group dynamics with effective training in communication, parent engagement, safety, decision-making and conflict resolution skills and strategies.
- Scheduling. Responsible for monthly scheduling of Guest Experience team, ensuring adequate staffing by staff and volunteers for regular operations, after-hours functions and special events.
- Training. Oversees ongoing customer service/hospitality training, parent engagement training, and emergency response training within department and across the organization, as required. Works with Safety Officer (Volunteer and Guest Experience Coordinator) to ensure regular First Aid training for all staff.

Events (10%)

- Provides event staffing and assists with museum set-up for evening rentals and special events.
- Serves as back-up birthday party host.
- Coordinates logistics with community events and festivals happening on the Poughkeepsie Waterfront.

SUPERVISION OF OTHERS

Schedules, trains and manages members of the Guest Experience team (3-5 individuals), part-time seasonal/temporary staff, and floor volunteers, as needed. Ensures proper alignment of museum's volunteer program with organizational needs.

EXPERIENCE AND SKILLS

REQUIREMENTS

- Upbeat, friendly and positive attitude, with enthusiasm for the Mid-Hudson Children's Museum, its audience and its mission.
- Able to provide excellent customer service, "think on feet" and handle challenging interpersonal situations with grace and poise. Exhibits excellent judgment in decision-making and problem solving. When necessary, able to enforce museum policies in

courteous but firm manner. Is sensitive to the importance of guest and other community stakeholder relationships on the overall success of the museum.

- 2+ years managing paid staff and leading teams (including training, scheduling and evaluating performance).
- Ability to communicate effectively with a diverse group of people. Excellent written and oral communication skills, with special care given to interpersonal communication, timeliness and the ability to handle sensitive information appropriately.
- Desire to be a team player who is willing and able to take initiative and perform non-glamorous tasks.
- Excellent organizational skills and focus on cleanliness and order. Able to complete non-glamorous tasks with a smile.
- Able organize self and others and keep attention to detail, even in the face of frequent interruptions.
- Willing to take direction, take initiative and follow-through on assignments.
- Strong computer skills: Microsoft Office; Outlook, Internet and database experience with FileMaker and/or Access. Experience with Altru preferred.
- Cashier and point-of-sale software experience.
- Personal attributes: authentic, strong interpersonal, leadership and collaboration skills; friendly with excellent customer service orientation; creative, flexible, and resourceful; high energy with great sense of humor.

PREFERRED

- 4-year college degree
- Experience working in a museum/not-for-profit organization and working with/managing volunteers (including recruiting, placement, training, evaluation, and recognition)
- Bilingual – English/Spanish
- Background in safety and first aid (First Aid and CPR certification will be required within first 90 days)
- Experience in event coordination

WORKING CONDITIONS

- Family-friendly, hands-on (and sometimes messy!) museum environment. Usually high energy and busy, but can also have slow periods.

- Must be willing and able to handle frequent interruptions in order to enhance the experiences of individual museum visitors.
- Must be able to lift and move 30 pounds (folding tables, incoming mail, boxes of supplies, etc.).
- Must have the physical endurance and willingness to work on feet for a significant portion of each day.

TIME COMMITMENT

Full-time (37.5 hours/week) hourly position. Frequent weekend, holiday and occasional evening work required. Potential for advancement.

SALARY AND BENEFITS

Salary range: \$40,000 - \$43,000 depending on experience and qualifications. Full MHCM benefits provided.

***The Mid-Hudson Children's Museum is an Equal Opportunity Employer
with a passionate commitment to diversity, equity, and inclusion.***