



## **Visitor Experience Manager**

Department: Education

Supervisor: Director of Education

Status: Full-time

Salary Range: \$40,000 - \$42,000

The Visitor Experience Manager responsible for the public face of the Museum by managing the front desk, supervising the visitor experience staff, and building relationships with the Museum visitors. This role primarily functions in communicating the Museum's programs and activities to the public, promoting excellent customer service in the Museum, and serves as a liaison between visitors and all departments in the Museum. In addition, the VEC is responsible for all details related to the public face of the Museum during their shift and is charged with leading the Museum Attendants to ensure that all works of art are working properly, that all Museum's spaces are clean, and dealing with any other issue that may arise.

Responsibilities include, but are not limited to:

- Actively greet the public and provide a warm welcome and orientation to the Museum and current programs.
- Sell general admission and public program tickets.
- Manage back-end of online ticketing system.
- Grow Museum membership through signing up new members, processing renewals, and providing general member support. This includes routine database maintenance.
- Notify Museum staff when important guests including VIPs, Board Members, Significant Donors, and Press arrive onsite or call the Museum.
- On-site Store retail sales and inventory management.
- Support online program reservations and communications.
- Compile data on Museum, event, and program attendance and prepare attendance reports.
- Open, close, and reconcile daily cash drawer. Handle cash and distribute complimentary tickets in accordance with Museum policies and procedures.
- Answer phone calls and respond to voicemails at the front desk.
- Prepare daily reports of Museum activity for department heads.
- Create and maintain the monthly Visitor Experience staff schedule and review and approve timecards.
- Open and close the Museum each scheduled day.
- Ensure that the coat room, front desk, kitchen, and all public Museum areas are kept tidy and clean and have updated information and collateral materials.
- Oversee the Visitor Experience staff during each shift to ensure exemplary performance.
- With the Director of Education, identify and hire Visitor Experience staff



- Train and supervise Visitor Experience staff: facilitate understanding of safety procedures, along with deep knowledge of current exhibitions and the Museum's history.
- With the Director of Education, convene quarterly (or as-needed) meetings with Visitor Experience staff to review exhibition content, new policies and procedures, and implement strategies to enrich visitor experience.
- Provide regular briefings of upcoming programs and events and Museum updates for Visitor Experience staff.
- Encourage on-site promotion and sale of public program tickets in tandem with Visitor Experience staff.
- Provide support for on-site programs and events as needed including training and manage Visitor Experience staff during events. This includes public programming, exhibition openings, gala and other fundraising events.
- Record and update TPX phone messages and voicemail boxes (update messages to reflect early closures, inclement weather, and holiday hours).
- Remain current on First Aid and Safety training.
- Maintain accident report for Museum visitors and staff in accordance with OSHA standards.
- Lead audience evaluation projects and visitor surveys, as assigned.
- Develop protocols for routine collection of email addresses and other key demographic information.
- Any additional responsibilities that will help strengthen the Museum's mission.

## Qualifications:

- Curious and motivated individual with interest in the arts.
- Visitor services experience or equivalent customer service (retail, restaurant, etc) experience required.
- Supervisory experience required.
- Excellent interpersonal and communication skills.
- Prior cash handling experience and familiarity with programs including Excel, Square, and Shopify preferred.
- Demonstrated ability to foster a positive, productive work environment, and a dedication to creating and maintaining a strong customer service culture.
- The ability to observe and learn from visitor feedback and behavior.
- Flexibility and the ability to manage staff in a fast-paced environment where demands often change.
- Ability to hold staff accountable for following Museum policies and guidelines.
- Proven ability to prioritize multiple demands in a fast-paced environment and exercise sound judgement under pressure.
- Self-directed, highly organized, and a creative problem-solver with excellent follow-through.
- Experience in tourism and hospitality industry, a plus. Additional language skills, a plus.
- Availability to work a flexible schedule including nights, weekends, & holidays, as needed.
- Full time schedule is Thursday through Monday (Tuesday and Wednesday off).

# The Aldrich Contemporary Art Museum



## Schedule:

- Friday, 10 am - 5:30 pm
- Saturday, 9:30 am - 5:30 pm
- Sunday, 11:00 am - 5:30 pm
- Monday, 9 am - 5:30 pm
- Thursday, 10 am – 5:30 pm

Please send cover letter and resume to [nbayarsaihan@thealdrich.org](mailto:nbayarsaihan@thealdrich.org), with the subject line “Visitor Experience Manager.” Qualified candidates will be contacted. No phone calls, please.

## Application Process:

To apply, please send a cover letter and resume as a single PDF to [nbayarsaihan@thealdrich.org](mailto:nbayarsaihan@thealdrich.org), with the subject line “Visitor Experience Manager.”

Qualified candidates will be contacted. No phone calls, please.

## The Aldrich Contemporary Art Museum Non-Discrimination Policy

The Aldrich Contemporary Art Museum is committed to:

- The goal of achieving equal opportunity for all.
- Providing an inclusive and welcoming environment for all members of the community.
- Providing an inclusive and nondiscriminatory work environment in which all employees are valued and empowered to succeed.
- Providing a workplace free from harassment of all kinds.
- Compliance with all federal and state legislation and regulations regarding non-discrimination.

Consistent with these principles, The Aldrich does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, expression and characteristics, age, religion, national or ethnic origin, visible or invisible disability, veteran status, or any other protected status.