

The Aldrich Contemporary Art Museum



TITLE: Visitor Experience Manager

STATUS: Full Time, Thursday-Monday (off Tuesday and Wednesday)

REPORTS TO: Director of Education

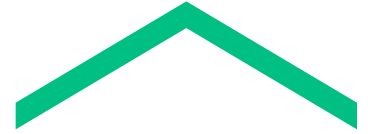
SALARY: \$40,000 - \$46,000

The Aldrich Contemporary Art Museum, located in Ridgefield, CT, is seeking a Visitor Experience Manager (“VEM”). Founded by collector Larry Aldrich in 1964, today the Museum is a platform for artists at pivotal moments in their careers.

The VEM is 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 VEM is responsible for all details related to the public face of the Museum during their shift and is charged with supervising staff on-site to ensure that all works of art are safe and working properly, that all Museum’s spaces are clean, and dealing with any other issue that may arise.

Responsibilities will include, but are not limited to:

- Actively greet the public and provide a warm welcome and orientation to the Museum.
- 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.
- 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, online Shop support and order fulfillment, and inventory management.
- Support online, in-person, and over-the-phone program/event 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 additional Visitor Experience staff.
- Train and supervise Visitor Experience staff: on safety procedures and visitor experience along with significant 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 of public programs and events to visitors. Train Visitor Experience staff to support these efforts as well.
- Provide hand-on support for on-site programs and events as needed. Train and manage Visitor Experience staff to support during events as well. 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.

Requirements and qualifications:

- Curious and motivated individual with interest in the arts.
- Professional experience, including prior experience managing staff and in customer service (retail, restaurant, other hospitality) preferred.
- Strong organizational skills and attention to detail.
- Excellent interpersonal and communication skills.
- Prior cash handling experience and familiarity with programs including Excel, Stripe, Fareharbor and Shopify preferred.
- The ability to observe and learn from visitor feedback and behavior.
- Flexibility and the ability to manage staff and prioritize work in a fast-paced environment where demands often change.
- Ability to hold staff accountable for following Museum policies and guidelines.
- Additional language skills, a plus.
- Availability to work a flexible schedule including nights, weekends, & holidays.

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- Full time schedule is Thursday through Monday (Tuesday and Wednesday off).
 - 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

Compensation and Benefits:

- Salary range: \$40,000 - \$46,000
- Comprehensive benefits offering including health, dental, vision, life and LTD insurance
- Ability to participate in 401K with employer matching after one year of employment
- Generous PTO

Please send a cover letter and resume to: nbayarsaihan@thealdrich.org, with the subject line “Visitor Experience Manager.” Qualified candidates will be contacted.

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.