

Boston Children's Museum

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Senior Manager, Visitor Experience

Description

The Senior Manager, Visitor Experience (SMVE) reporting directly to the Director, Visitor Experience is primarily responsible for the hiring, onboarding, managing, coaching, mentoring, and developing our Visitor Experience Ambassadors (VEAs) to ensure a high-level of customer satisfaction and visitor engagement. This includes working closely with the Director and Human Resources to develop and implement the best hiring and retention practices for the VE team, scheduling and staffing models for FT/PT regular, seasonal, and on-call positions, onboarding procedures and training to enhance the Museum's operational, program and event staffing needs.

The Senior Manager routinely works with Programs and Exhibits, Membership, Security, Housekeeping, and Facility teams to achieve a 5 Star visitor experience and promote the Museum's family-fun engagements, resources, and educational programs.

Additional responsibilities include working closely with the VE Manager and VE Supervisors to oversee the department's daily operational and administrative duties to ensure a smooth and efficient day-to-day Museum experience. This includes but not limited to; the Museum, Exhibits and Admissions' opening, and closing procedures,

upholding the Museum's policies and other procedures, troubleshooting, problem-solving, and responding to urgent and sensitive situations including First-Aid, security incidents and escalated visitor inquiries.

Other duties also include participating in weekly logistics meetings and other team meetings, supporting the Museum's destination events, occasional after-hour events, and processing group reservations as needed.

Responsibilities

- Process new hires and discharge/exiting forms
- Work with the Director to develop and implement staffing structure, including regular, seasonal and temporary staffing
- Work with the Exhibits and Programs teams to address and meet staffing needs
- Oversee time and attendance, manage time off requests and process VEA bi-weekly timecards
- Set and manage expectations for VEA performance and work with Managers and Supervisor to routinely assess performance, employee conduct and time & attendance
- Work with Director and HR to manage employee relations including, documentation and administering corrective action plans and performance improvement plans

Hiring organization

Boston Childrens Museum

Employment Type

Full-time

Date posted

April 12, 2024

- Promote team building and facilitate team-building exercises
- Develop and implement visitor/customer service focused training for the VEAs
- Work with the Director, HR and other departments to implement VEA training, including Equity Diversity and Inclusion training and experience-based training
- Provide analysis and make departmental budgeting recommendations to the Director of Visitor Experience
- Identify and make recommendation to improve daily operations, procedures and practices

General Duties

- Respond to inquiries in-person, phone, and/or email from staff and visitors
- Address and respond to admission inquiries, such as refunds, membership questions, troubleshooting and problem-solving
- Run and/or attend daily team morning and end-of-day meetings
- Collaborate with Security, Facilities and Housekeeping team to ensure a 5-Star Visitor Experience
- Respond to first aid and other safety and security situation in ordnance of the Museum's policies and procedures
- Attend weekly Visitor Experience and logistics meetings
- Support the Museum's destination events and occasional after-hour events, as needed
- Support other functions and duties of the Visitor Experience team, including group reservations
- Support institutional and departmental initiatives, goals, and operations. Collaborate with Museum leadership to further the Museum's mission, and to ensure a cohesive staff culture
- Participate in required all-staff activities, discussions, meetings, and training
- Other duties as assigned

Qualifications

Preferred Requirements: A degree or certification for business management, administration or hospitality

Minimum Requirements:

- A minimum of 3 years of managerial experience, preferably in a cultural institution, child-centered environment, and/or customer service/ retail environment; with overall 5-7 years of work experience
- Knowledge or experience in managing ticketing/admissions operations.
- Demonstrated leadership skills and ability to manage people and their performance
- Ability to hold staff accountable and enforce Museum policies and guidelines
- Demonstrated ability to foster a positive and productive work environment, and a dedication to creating and maintaining a strong and positive customer service culture
- The ability to observe and learn from visitor feedback and behavior
- Passion for facilitating extraordinary experiences for children and families
- Proven ability to be dependable, flexible, and adaptable to a fast-paced work environment
- Proven ability to prioritize multiple demands and meet deadlines

- Exercise sound judgment under pressure and in high-stress situations.
- Technical skills and experience using applications, such as Outlook, Excel, PowerPoint, and Google Drive.
- Excellent interpersonal skills and the ability to work well in an intergenerational, multicultural setting.
- Weekends, School vacation weeks, and holidays are required
- The ability to work evenings as required

Preferred Requirements:

- Fluency in a second language
- Direct experience using Galaxy – Gateway Ticketing Systems
- Management experience of a large team (10+ individuals)

Job Benefits

(Benefits eligibility is based on regular weekly hours per week)

- Health Insurance
- Dental Insurance
- 13 Paid Holidays
- Up to 12 Sick days
- Mass Earn Sick Time
- Up to 10 Vacation days
- 403(b) Retirement Plan
- Flexible Spending Accounts
- Qualified Transportation Accounts
- Life Insurance
- Short- Term & Long-Term Disability
- American Alliance Museum Access
- New England Museum Association Access
- Free Admission to 100+ Museums

Working Conditions

Physical Demands: The ability to speak, write and convey clear communication and present information to small or large crowds in-person, on phone or email. The ability to stand for long periods, occasionally sit and walk, and the ability to lift, pull, push up to 50 lbs. Work in a single office within the main office area, and use general office equipment such as a computer, a webcam, multi-line phone, and a printer/copier. Use office-based applications such as Microsoft Office (primarily Excel and Word), Google and Google shared applications. When staffing the Museum exhibits, an occasional need to kneel, crawl, bend, stoop, or sit on the ground.

Work Environment: Creative, Collaborative, Fun and Innovative environment with a welcoming and inclusive atmosphere. During peak seasons, the Museum and office space tends to be busy, noisy or loud which includes sounds of crying, laughing or shouting children (*and some adults*).

Other Factors: Flexible schedule – early morning, late evening, and weekend/holiday hours are required. Regular schedule includes one weekend day.

Contacts

jobs@bostonchildrensmuseum.org

About

OUR MISSION

Boston Children's Museum engages children and families in joyful discovery experiences that instill an appreciation of our world, develop foundational skills, and spark a lifelong love of learning.

OUR VISION

Boston Children's Museum is a welcoming, imaginative, child-centered learning environment that supports diverse families in nurturing their children's creativity and curiosity. We promote the healthy development of all children so they will fulfil their potential and contribute to our collective well-being and future prosperity.

OUR VALUES

Creativity. Respect. Excellence. Accountability. Thoughtfulness. Equity.

Boston Children's Museum is a curious, experimental, and creative learning organization. We have a child and family centered focus, welcoming and respecting all Museum audiences. We collaborate and show mutual respect and support for our colleagues. We recognize that each person has equal, intrinsic worth and deserves to be treated with dignity. We are a culture that innovates, changes, and pushes boundaries to keep the museum relevant. We are responsible to each other and strive to keep our commitments to our colleagues. We have a commitment to high ethical standards. We recognize the importance of work-life balance, respecting the importance of personal growth and family. We have an ongoing commitment to fairness in all aspects of the Museum and we embrace alternative ways of thinking.