



POSITION DESCRIPTION

Position Title: Visitor Services Manager
Reports To: Director of Administration & Finance
Status: Full-time regular, exempt, at-will
Schedule: Flexible 37.5 hours including weekends & holidays
Desired Start Date: November 1, 2015
Compensation: Salary, based on experience

Organizational Description:

The Children's Creativity Museum is a hands-on arts and technology experience for kids. **Our mission is to nurture creativity and collaboration in children and families.** We believe that creative expression and critical thinking are core to fostering the next generation of innovators. Our museum is located in the heart of San Francisco with a target audience of families with children aged 2-12. Last year we served over 100,000 museum visitors, thousands of attendees in our Children's Creativity Theater, and led dozens of workshops and camps.

Position Description:

- The Visitor Services Manager (VSM) oversees all aspects of Visitor Services and the daily operation of the Retail Store with an emphasis on ensuring a positive and efficient visitor experience.
- The VSM is responsible for the day-to-day scheduling, supervision and management of all visitor service and store employees and/or volunteers.
- The VSM oversees the daily visitor experience, field trips, birthday parties, group sales and membership sign-ups and renewals. VSM also collaborates with the operator of the Carousel.
- This is a hands-on floor-based position and includes month-end accounting and reporting, and cash management of donation boxes, front desk and store.
- The VSM serves as a visitor advocate at all staff meetings and is an active member of CCM's management team.

Responsibilities:

- Maintain a model Visitor Services program that focuses on an excellent visitor experience with low inconvenience and high safety and cleanliness standards, including a clean, organized, professional front desk area and retail store.
- Assist in recruiting, hiring, and training visitor services staff as needed and daily supervise staff including Birthday Party Coordinator, Membership Coordinator, Store personnel & VISI volunteers or interns. Ensure adequate coverage based on business needs and be prepared to cover open shifts when necessary. Adhere to CCM human resource policies and regulations.
- Daily oversight of opening and closing procedures, coordinate breaks and lunches, provide coverage personally as necessary, collect cash deposits, generate daily reports.

- Ensure emails to visitorservices@creativity.org or calls to the main CCM phone line are processed efficiently and payments are received in a timely manner.
- Collaborate and communicate effectively with CCM departments such as Education, Exhibits, Marketing, Communications, Rentals and Administration.
- Serve as first point of contact for any escalated visitor complaints, issues, or questions. Take appropriate action where necessary regarding access or safety issues in the museum including notifying the Dir. of Admin & Finance
- Manage CCM's ticketing system – Altru. Make suggestions for effective usage of internal reporting systems
- Ensure all reservations for field trips, group sales and birthday parties are processed in a timely and efficient manner. Oversee invoicing and payment collection and proper communication with CCM partners e.g. Education for Field Trips.
- Promote museum membership and encourage staff to sell memberships to paid guests. Welcome new members and ensure delivery of new member packets. Oversee membership renewals on a timely basis
- Create daily, weekly and monthly sales and demographic reports in a timely fashion..
- Manage Visitor Services budget and ensure all goals are met, including, but not limited to, general admission and new memberships.
- Manage the ordering of supplies for the museum, including office and janitorial supplies. Other duties as assigned

Minimum Qualifications:

This position requires the ability to: work 5 days/week on-site including weekends; be highly organized and timely; to bend, squat, and lift up to 50 lbs; work with multiple technologies; to be able to stand for extended periods of time; to troubleshoot and problem solve; and communicate effectively and courteously with a variety of people verbally and in writing.

Desired Qualifications:

- Candidate must be comfortable working with both Windows Office and Google Docs. Experience with Altru is a plus.
- Prior visitor service management experience in a museum setting is highly valued.
- Proven ability to manage a diverse staff and customers everyday.
- Willingness and ability to work weekends, evenings or holidays is mandatory.

Knowledge, Skills and Abilities:

The ideal candidate will possess all of the above minimum qualifications, as well as the ability to bring creativity and flexibility to problem solving and a dedication to working in a non-profit, educational, arts environment for youth. We seek enthusiastic team players who are highly self-directed, deadline-oriented, forward thinking, and detail-oriented.

Compensation

This position offers a non-profit salary commensurate with experience, plus a creative and collaborative work environment, and competitive benefits package that includes generous paid leave (sick & vacation), medical and dental insurance, and the option of participating in commuter checks and/or a voluntary 403(b) retirement savings plan.

Application Process – PLEASE READ CLOSELY:

Send cover letter and resume by email to Christine@creativity.org with a subject line beginning with this exact phrase: "Visitor Services Manager". Include your **NAME** in your subject line and paste your cover letter into your email. You may attach your resume to your email in either .pdf or .doc format. Please tailor your cover letter to this job posting. Email submissions that do not follow these instructions may not be reviewed. **NO PHONE CALLS PLEASE.**

- *CCM is an equal opportunity employer committed to diversity at all levels.*