

Job Title

Visitor Experience Manager

Employment Status

Full Time

Employment Category

Exempt

Department

Operations

Reporting Responsibility

Director of Finance & Operations

Position Summary

In 2024, Joslyn Art Museum will reopen to the public after a two-year hiatus for expansion and renovation. Beginning with a return to free admission in 2013, the Museum has had a renewed emphasis on creating a welcoming environment for all visitors and respecting and honoring the diversity of our community. This position will oversee the hiring and training (or retraining) of individuals who interact with our visitors and will be charged with designing the structure and approach to best meet our visitor service goals. This position manages the individuals who staff the galleries, welcome visitors, and provide Museum security. Oversight of various volunteer functions is also the responsibility of this role. This highly collaborative role also coordinates with other departments to ensure the smooth interface between this team and other Museum areas.

Major Duties

- Develop a strategic visitor services plan that fulfills the goals of welcoming all visitors while maintaining security, safety, and smooth day-to-day operation of the Museum.
- Create an organization structure and develop job descriptions to meet visitor service goals.
- Hire needed staff – working with Human Resources to develop a broad range of recruitment techniques to develop a diverse applicant pool.
- Create an efficient staffing schedule and manage its day-to-day operation.
- Develop initial training as needed for reopening. Maintain a training plan and protocol for new hires and content updates.
- Oversee the training and use of systems by Visitor Experience staff – including those for security, ticketing, membership, and attendance tracking. Ensure staff is updated on current Museum information and activities and that Visitor materials are current.
- Co-operate with Learning & Engagement to solicit visitor feedback, both formal and informal, and provide timely analysis and reporting.
- Develop a volunteer application form in conjunction with Human Resources.
- Identify volunteer needs – working across the Museum – and develop a plan to recruit.
- Customize a volunteer training and assessment plan.
- Train other staff on visitor service protocols and visitor safety.
- Act as a liaison between this team and other visitor amenities – such as the cafe and shop – building a consistent visitor experience.

- Adhere to policies and procedures stated in the Employee Handbook.
- Performs other visitor service-related duties as required.
- Ensure all visitors to the Museum have a positive experience. Be knowledgeable about Museum activities, services, and layout and willing to assist any visitor.

Minimum Qualifications

- 5-7 years of experience in customer service or guest services
- 2-3 years of hiring and direct supervision of a team.
- Experience scheduling with varying needs week over week. Ability to utilize varying work schedules for efficiency – full-time, part-time and On Call.
- Ability to interact directly with visitors in a positive manner that represents the values of the Museum, including defusing difficult situations.
- Excellent people management, interpersonal and team-building skills.
- Ability to multi-task and determine personal priorities fluidly. Skilled at triaging emerging situations to best deploy resources, troubleshooting, and problem solving.
- Willingness to work varied hours, including weekends.
- Ability to move quickly about the Museum and spend extended time in the galleries or welcome areas.

Preferred Qualifications

- Experience in a fine hospitality or retail environment.
- Experience in a cultural institution.
- Knowledge of safety and security protocols.
- Experience in visitor experience surveys and feedback gathering.

Salary

Minimum Salary: \$65,000

Qualifications and experience will be considered in the compensation for this position.

To Apply

Please submit a cover letter and resume via email to careers@joslyn.org. Joslyn Art Museum is an Equal Opportunity Employer and the Museum is committed to diversity and equal opportunity in its hiring. Qualified candidates of all backgrounds are encouraged to apply for this position. Joslyn offers a competitive salary and generous benefits package.

Joslyn Art Museum is a major regional resource for the collection, preservation, and interpretation of the visual arts. Through its collections, exhibitions, and educational programs, Joslyn Art Museum seeks to foster appreciation and enjoyment of art for the benefit of a diverse regional and national audience.