

Madison Children's Museum

Date Updated: 9.10.24

JOB DESCRIPTION

Position Title: Director of Visitor Services

Supervisor: Vice President of Education and Community Engagement

FSLA Status: Full time; exempt

Compensation: \$72,800-\$74,880 annual

SUMMARY OF JOB SCOPE & RESPONSIBILITIES

The Director of Visitor Services upholds the [museum's mission, vision and values](#) in all areas of their work and ensures that Madison Children's Museum maintains exemplary visitor service standards for all who choose to visit. The Director of Visitor Services directs all members of the Visitor Services team, Events team & Lunchbox Cafe team, and is responsible for daily staffing of admissions, exhibit spaces, group visits, events, cafe, and gift shop. The director works cross-departmentally to ensure long-term and short-term projects and initiatives are supported through collaboration and strategic planning. The Director of Visitor Services fosters a culture of belonging, equity, inclusion, for staff and visitors, ensures accountability across all staff roles, and supports successful cultivation of team members.

ESSENTIAL JOB FUNCTIONS

Directs Visitor Services Department

- Manage, recruit, hire, onboard, train, evaluate and mentor staff on the Visitor Services team (approx. 30), including Visitor Services Coordinators, Food & Beverage Coordinator, Visitor Services Supervisors, and Visitor Experience Facilitators.
- Manage Visitor Services budget, expenses & revenue
- Establish proper staffing levels for exhibit & admissions areas

Determines visitor service standards; meet or exceeds those standards

- Welcome and wow children and their families who visit the museum
- Ensure customer service excellence and recovery throughout department
- Evaluate strengths, challenges and needs of visitor experience, through quantitative & qualitative data analysis
- Manage safety and security when the public is in the museum

- Maintain operational excellence through collaboration with the Education team, Exhibits, Facilities, Marketing, and Outreach departments
- Support the visitation & benefit fulfillment for MCM members
- Support internal and external after-hours event operations
- Respond to high level customer needs and experiences

Oversees operations and strategy for Lunchbox Cafe

- Directs & supports the work of the Food & Beverage Coordinator
- Ensures the food service system is up to the highest standards for the health and safety of customers.
- Collaborates with the Development team to support additional fundraising and partnership opportunities.
- Manages Lunchbox Cafe budget, expenses, and revenue.

Participates as a key member of the Senior Leadership Team

- Ensures that the vision and strategic plan set forth by the President & CEO, board, and Senior Team is supported and implemented.
- Advocates for visitors & Visitor Services team.
- Participates in agency strategic planning. Key stakeholder in short term & long-term projects.

QUALIFICATIONS

Required Skills

- Five years of experience managing & scheduling a large and diverse team
- Facilities and operations management experience
- Cash handling, point of sale, admissions, or retail experience
- Human Resources experience including hiring & termination
- Effective task and time management skills
- Excellent communication skills
- Customer service experience with diverse audiences
- Customer flow and crowd management experience
- Problem solving skills
- Valid WI driver's license

Preferred Skills

- Facility with Point of Sale systems and database software platforms.

REASONS TO JOIN OUR TEAM

- Flexible schedule to balance work and play
- Collaborative, creative team bringing learning and community to families
- Convenient downtown location on the Capitol Square, good bike access and public transportation
- Health, vision, and dental insurance. Participation in our offered employee benefit plans is effective on the first of the month following the date of hire.
- Life Insurance
- Long-term disability insurance
- Paid time off (vacation, sick time, paid holidays)
- Participation in 401(K) Retirement Plan after two months of employment with a 2% match.
- Free MCM membership with reciprocal benefits at thousands of other museums
- Free admission to select MCM events and parties, including Adult Swim

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This position requires the ability to do one or more of the following throughout the day: stand, walk, sit, bend and reach above and below shoulder level. Involves frequent repetitive motion (typing, filing, etc.). The noise level in the work environment is usually quiet to moderate.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Madison Children's Museum is an Affirmative Action Plan/Equal Opportunity Employer and does not discriminate against any employee or applicant because of sex, age, race, color, religion, marital or student status, disability/handicap, national origin or ancestry, income level or source of income, arrest or conviction record less than honorable discharge, gender identity, physical appearance, sexual orientation, or political beliefs. Offers of employment are contingent upon the completion and approval of a background check.

TO APPLY

Email cover letter and resume to mcmjobs@madisonchildrensmuseum.org. PDF file format only. For best consideration, apply by September 23, 2024. Find this job posting and more information at madisonchildrensmuseum.org/about/work-at-mcm/employment/