

MADISON CHILDREN'S MUSEUM

JOB DESCRIPTION

Position Title: Visitor Services Weekend Supervisor

Division/Department: Visitors Services Division/Education Department

Supervisor: Visitors Services Coordinator

Division Supervisor: Visitor Services Director

FSLA Status: Non- exempt

Schedule: 18 hours / week. Part Time position, non-benefits eligible, Saturday & Sunday required.

Compensation: \$17 - \$19/hour

SUMMARY OF JOB SCOPE & RESPONSIBILITIES

Madison Children's Museum Visitor Services Supervisors serve as the direct contact for all museum visitors, floor staff, and volunteers: welcoming and interacting with visitors throughout the museum to ensure a positive, friendly, and safe experience and reflects the mission of Madison Children's Museum.

The Visitor Services Supervisor works on a team that oversees the Visitor Experience Facilitators' daily activity in exhibit spaces, visitor engagements, training, and ongoing coaching and documentation. They demonstrate exemplary customer service, support sufficient staffing coverage, provide first aid as needed, and assess and handle emerging situations. The majority of work hours for this position are spent in public spaces of the museum in direct interaction with the public. This position carries out cash-handling policies, acts as a day-of liaison for volunteers, provides orientation to group visits, handles birthday party logistics, works with vendors, and ensures museum standards for cleanliness. This work is done both independently and as part of a team.

The VS Supervisor team supports the work of the Visitor Services Coordinators and Education Managers. The Visitor Services Supervisor has opportunities to support cross-departmental projects and serve on committees within MCM.

Specialty Duties:

Membership processing, gift shop assistance, registrar assistance, event assistance, educational programming, food and beverage coordination support, and animal care.

ESSENTIAL JOB FUNCTIONS

Supervises Visitor Experience Facilitators

- Communicates daily museum activities and staff updates through the daily morning meeting, end of day and end of event reports.
- Manages daily exhibit floor staffing according to staffing schedule. In the event of absences coordinates alternative staffing for spaces.
- Provides direct supervision while open to the public or at special events. Maintains break schedules and responds to day-of needs.
- Trains and coaches in exhibit spaces, admissions desk, cash handling, and membership sales.
- Ensures cleanliness and safety standards through frequent walk-throughs.
- Models positive customer service, de-escalation, and problem-solving skills.

Active participant in the Visitor Services Supervisor team, led by the Visitor Services Coordinators & Director

- Daily teamwork to oversee museum operations, weekly supervisor tasks, team meetings, and professional development opportunities.
- Models exemplary customer service, visitor engagement, and sociocultural competency skills for VEF team, staff, and volunteers.
- Communicates effectively in person, via email or online platforms, and by phone within the team and museum wide.
- Facilitates Quarterly Check-in's with Coordinators.
- Promotes MCM mission, vision, and values in all work.

Museum daily operations

- Opening and closing of exhibit floors and facility.
- Opening and closing of admissions desk and cash handling.
- First responder to emerging safety concerns with people, animals, and the museum facility.
- Responds to incidents and files incident reports for First Aid, lost children, and visitor concerns.
- Oversees emergency procedures and coordinates staff response for severe weather, fire, active threats, elevator/facility emergencies, and other emergency situations.
- Maintains inventories for cleaning supplies and first aid room.

SECONDARY JOB FUNCTIONS

Supports operational tasks for Visitor Services Division as assigned

- Food and Beverage coordination for Lunchbox, Facility Rental program and events.
- Supports set - up and take down / supervise at after-hours events

Supports operational tasks for Education Department as assigned

- Assists in events, program support, camps
- Assists in Educational programming
- Assists in animal care

Supports operational tasks for Marketing Department as assigned

- Assists in data entry and memberships sales as required.
- Assists with data entry needs.
- Assists with Gift Shop operations
- Assists with birthday party day of coordination

Supports other interdepartmental tasks as assigned.

TO APPLY

Email cover letter and resume, to mcmjobs@madisonchildrensmuseum.org. PDF file format only. For best consideration, apply by 2/4/2024. Applications will be accepted until the position is filled. Find this job posting and more information at madisonchildrensmuseum.org/about/work-at-mcm/employment/

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 completing and approving a background check.

###