



## **JOB DESCRIPTION**

### **POSITION INTRODUCTION**

**TITLE:** Assistant Manager of Visitor Services

**REPORTS TO:** Director of Visitor Services

**GENERAL:** The Assistant Manager of Visitor Services is responsible for the success of the visitor services team including front end staff and volunteers. This person is a leader in maintaining excellent customer service, hospitality, and service to our guests. The visitor services department sells tickets, memberships, and other available programs and events while providing general visitor help like picking up exhibits and hosting birthday parties. The Assistant Manager of Visitor Services leads the department in the absence of the Director of Visitor Services.

### **CORPORATE CULTURE & HOW TO BE SUCCESSFUL**

Explorations V and Florida Children's Museum values employees who **P.L.A.Y.**

**PLAN**

**LEARN**

**ACHIEVE YOUR GOALS**

The Museum is open 7 days a week and can feel fast paced. The ability to plan your duties effectively advances the Museum's mission and makes the employee a strong asset. As a learning institution we value employees who continue to develop professionally and personally. We value employees who seek out development opportunities and will support requests for continued education as much as possible. Finally, everyone from Board, Staff, and Volunteers should set goals as a measure of measuring success. Achievement is the goal but sometimes that isn't possible due to outside factors. When you cannot achieve your goals, what did you learn about the process and how can that educational to the entire staff.

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### **RESPONSIBILITIES**

#### **PRIMARY DUTIES**

##### **VISITOR SERVICES**

- Lead by example and assist Director of Visitor Services in training all visitor services associates to be professional and courteous.
- Collect admissions, sell Museum memberships and all other programs, workshops, and events.
- Distribute and collect visitor evaluation forms.

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#### **OPERATIONS**



- Assist Director in scheduling visitor services associates to cover all Museum operating hours including after-hours birthdays and events.
  - Clearly communicate expectations and duties to visitor services associates
  - Open and close the museum daily (arrive early and stay later than museum hours); supervise the use of museum during operating hours.
  - Help recruit and supervise Floor Volunteers and offer direction when necessary.
  - Assist other staff when necessary.
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### **MUSEUM STORE**

- Assist Director in ordering product for Museum store
- Display product neatly and in an attractive fashion
- Make sure accounting has information to input new items and orders into the POS
- Sell merchandise, provide product information

### **BIRTHDAYS, FIELD TRIPS, RENTALS, & SPECIAL EVENTS**

- Take reservations of birthday parties, field trips, rentals, and special events.
- Assist in preparing rooms for any scheduled group activity.
- Attend museum special events; exhibit openings and celebrations.

### **SUMMER CAMP**

- Assist with camper check-in and check-out as needed.

### **MAINTENANCE**

- Assist with daily museum cleaning (vacuum/straighten/garbage/restrooms).
- Assist in training visitor services associates and volunteers to maintain a high quality of industrial hygiene.
- Conduct seasonal deep cleaning.
- Keep Director informed of supplies needed – cleaning and party.

### **MANAGEMENT**

- In the absence of the Director of Visitor Services, prepare visitor services associates schedule to assure proper coverage.
- Assist in training all new visitor services associates.

### **FINANCIAL ACCOUNTABILITY**

- Ensure cash tills balance at the end of each shift.
- Provide additional training, redirection, or reporting to the Director of Visitor Services if there is continued financial misconduct among users of the POS/CRM system.

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## **QUALIFICATIONS**

- Bachelor's degree or equivalent experience.
- At least 10 years visitor services experience.



- Passion for hands-on learning & exploration.
  - Ability to use Microsoft Office products including Outlook, Excel, and Word
  - Valid Driver's License
  - Employment contingent on passing a Level 1 background check
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Print Name  
Assist Manager of Visitor Services

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Signature

\_\_\_\_\_  
Date