

# Visitor Services Manager

## Job Description

**JOB TITLE:** Visitor Services Manager

**REPORTS TO:** Executive Director

**OPENING DATE:** February 16, 2022

**HOURS:** 15- 20 hours a week (Must be available to work Saturdays and Sundays with one other day during the week)

**SALARY RANGE:** \$15 - \$17 per hour

### **POSITION DESCRIPTION:**

#### **Background**

Folsom Historical Society (FHS) is looking for an individual who can help us ramp up into the next chapter of our organization. The museum currently operates two sites, Folsom History Museum and Pioneer Village, an active living history makerspace. We are in the process of adding a third site; a house that belonged to one of the earliest Chinese American families of Folsom. FHS is now engaging in the process of strategic planning with the end goal of developing and executing a plan that leverages all three sites and associated programming into a sustainable, thriving family of museums. We are looking for an individual help us create an exceptional experience for our visitors.

The Visitor Services Department ensures a positive museum experience and environment for guests. The Visitor Services Manager is responsible for providing strong and positive leadership to the department. The Manager maintains the functionality, efficiency, and professionalism of the department and trains, schedules, supervises, and develops visitor service volunteers.

#### **Key Responsibilities:**

##### **Managerial Duties**

- Creates a welcoming, friendly, and professional museum environment and serves as an advocate and representative for the museum in the community by promoting its resources, programs, and services;
- Works with supervisor to adapt and streamline the operation, organization, and duties of the visitor services department to meet the needs of the museum and its visitors;
- Coordinates and leads volunteer training. Supervises and develops volunteers;
- Manages visitor services volunteer's schedule and ensures appropriate coverage;
- Maintains an efficient and secure cash-handling POS system for the visitor services' desk and museum store.

##### **Museum Store**

- Create sale campaigns, member incentives, etc. to promote sales;
- Responsible for the visual appeal, cleanliness, and organization of merchandise.

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### **Admission & Customer Service**

- Understands and applies protocols concerning retail operations, admissions fees, membership sales, the museum's phone system, and the handling of cash;
- Trains volunteers in general and membership sales strategies;
- Responds to visitor questions (on-site, on-line, and over the phone) in a timely manner and is a source of accurate and reliable information.

### **Requirements:**

- Ability to work a flexible schedule, including evenings, weekends, holidays, and in critical situations as required, as well as the character to be punctual and reliable;
- Highly organized, thorough, and detail-oriented;
- Organizational and time management skills;
- Proficiency in Word, Excel, Access, Power Point and other applicable software;
- Excellent analytical and problem-solving skills;
- Demonstrate effective verbal and written communication skills;
- Exceptional organizational skills to prioritize multiple activities and responsibilities;
- Ability to work independently to meet multiple project deadlines as well as collaboratively in a small office as a team player;
- Ability to follow through on oral and written instructions;
- Success working in partnership with a staff and volunteers of diverse personalities, education levels and talents;
- 2+ years of experience in a retail environment;
- High level of energy, creativity, flexibility, and good humor.

### **To Apply**

This is a part-time, non-exempt position with no benefits. To apply, please email your resume and cover letter to Rita Mukherjee Hoffstadt, Executive Director at [director@Folsomhistoricalsociety.org](mailto:director@Folsomhistoricalsociety.org). Please include "Application for Visitor Services Manager" in the subject line. No phone calls please. All applicants will be notified that their application has been received. Selected applicants will be contacted for telephone and/or in-person interviews.