SCIENCENTER POSITION DESCRIPTION
Manager of Guest Relations

TITLE OF MANAGER: Executive Director

MAIN FUNCTION
Responsible for ensuring positive and memorable experiences for all Sciencenter guests by managing all aspects of daily guest relations including: floor staffing, admissions, retail operations, and front end customer service. Serves as department head for Guest Relations team and is a key participant in cross-departmental collaboration.

DUTIES AND RESPONSIBILITIES
Department Leadership
- Serves as manager of the Sciencenter’s Guest Relations department, with supervisory responsibility for the department’s work, permanent staff, and temporary/seasonal staff. Includes responsibilities in hiring, scheduling, evaluating performance, and ensuring appropriate professional development of team.
- Supports individual and group dynamics with effective communication, decision-making and conflict resolution strategies.
- Oversees department budget, and ensures collection and dissemination of relevant operational data, such as attendance and other guest data, store sales, golf course usage, etc.
- Ensures a safe, clean and welcoming environment for guests through daily management of all public spaces (exhibit gallery spaces, lobby, community room, classroom, restrooms, and playgrounds).

General Guest Relations and Museum Operations
- Oversees opening & closing of museum, monitors safety, order and cleanliness of exhibits, galleries, and all public spaces (indoors and out).
- Oversees front desk operations (admissions, membership sales, golf sales, group and room reservations), daily financial transactions, and bank deposits.
- Provides daily back up support for front desk operations as needed.
- Serves as database administrator for admissions and retail software systems.
- Anticipates and responds to routine guest needs, including providing emergency response.
- Oversees group, meeting room and birthday party reservations, staffing (as needed) and invoicing, including after hour facility rentals.
- Manages office supply inventory.

**Store Management**
- Oversees museum gift shop operations, including buying merchandise, inventory management, reporting and accounting. Coordinates with other departments for merchandise selection and/or promotion as appropriate.
- Oversees Guest Relations staff in stocking merchandise and sales.
- Works with bookkeeper to ensure that quarterly store sales tax is calculated and paid.

**Other Duties**
- Is involved in select cross-department projects and initiatives.
- Assists the organization by performing other duties, consistent with the position, as assigned.

**SUPERVISION OF OTHERS**
Recruits, trains, and manages regular GR professional staff, as well as part-time, seasonal, temporary and contract staff.

**BACKGROUND / SKILLS / ATTITUDE REQUIREMENTS**
- Positive, friendly and outgoing personality with a passion for providing excellent guest experiences and building relationships with patrons.
- Must have a passion for connecting children with science, and for working with and serving a wide variety of people.
- Bachelor’s degree or equivalent experience.
- 2+ years experience working in a museum/not-for-profit organization and managing others (including recruiting, placement, training, evaluation, and recognition) strongly preferred.
- Demonstrates excellent judgment in decision-making and problem solving; able to “think on feet” and handle difficult interpersonal situations.
- Excellent organizational skills and attention to detail. Able to organize self and others in the face of frequent interruptions.
- Excellent written and oral communication skills, with special care given to interpersonal communication, timeliness and the ability to handle sensitive information appropriately.
- Computer literacy: Microsoft Office suite, Gmail, POS.
• Retail experience (planning, sales, inventory management, promotion) strongly preferred.
• First Aid and CPR certification will be required within first 90 days.
• Reliable transportation and driver's license with good safety record.
• Personal attributes: strong interpersonal, leadership and collaboration skills, excellent customer service orientation, creative, flexible, resourceful, imaginative, high energy, with great sense of humor.

WORKING CONDITIONS
Fast-paced, non-profit, hands-on museum environment. Must be able to work either a Sunday through Thursday or Tuesday through Saturday weekly schedule, and have the flexibility to also work occasional alternate days, holidays and evenings. Must be able to work on many projects simultaneously despite frequent interruptions. Must work well in both an individual and team setting. Must be able to lift and move furniture, exhibits and boxes of supplies.

TIME COMMITMENT
Full time (40 hr/wk) exempt position. Weekend, holiday and occasional evening work required.

SALARY AND BENEFITS
Salary commensurate with experience and qualifications. Full Sciencenter benefits provided.

APPLICATION INSTRUCTIONS
Please include the following in your application:
1) Letter of application
2) Resume

Send your application as one PDF file to: cFagan@sciencenter.org

Deadline: Open until filled.

The Sciencenter is an Equal Opportunity Employer