



SENIOR MANAGER OF MUSEUM EXPERIENCE JOB DESCRIPTION

Department: Guest Experience
Reports to: Director of Facilities and Operations
Date: January 2018
Manages: Guest Experience Manager, Volunteer Services Manager, Systems and Ticketing Administrator
FLSA Code: Exempt

Location: San Francisco
Status: Full Time
Hours: 40 Hours

SUMMARY OF POSITION:

The Senior Manager of Museum Experience is responsible for overseeing the Museum's Guest Experience, Volunteer Services, and System and Ticketing Administrator. Key responsibilities include establishing and maintaining a superior visitor experience, and managing the Guest Experience, including staff scheduling and culture, Volunteer Services, and Ticketing Systems departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Establish best practices in all aspects of the guest experience, including guest interaction, staffing, and scheduling
- Assess and manage practices within Guest Experience, Volunteer Services, and Ticketing System department.
- Coordinate and supervise all aspects of daily frontline operations and guest-related activities
- Serve as final point of escalation for all visitor concerns
- Create and maintain monthly and daily shift schedules to ensure adequate staffing and volunteer requirements
- Manage staff time-off requests and time accuracy in ADP
- Create a daily schedule and informational sheet for staff and volunteers
- Schedule first shift orientation for new volunteers and provide back-up for Volunteer Services Manager
- Monitor venue resources master calendar and agendas
- Manage Gateway ticketing and admissions
- Prepare and control of departmental budget
- Oversee recruitment, development, performance, and retention
- Identify training and development needs
- Partner with Education, Membership, and other departments to develop cross-departmental relationships to strengthen guest experience

KNOWLEDGE, SKILLS, AND ABILITIES:

- Demonstrated leadership ability
- Excellent interpersonal and communication skills

- Gateway Ticketing Systems experience
- ADP experience preferred
- Basic Microsoft Office Suite skills
- Ability to multi-task
- Ability to work well under pressure

EDUCATION AND EXPERIENCE:

- 10 years of management experience
- Bachelors in Business, Hospitality, Hotel Management, or related field required

Physical Demands & Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling, pushing/pulling, and reaching above the shoulders and lifting of up to 25 lbs. Work may require weekends and/or evenings.