AUBURN
Human Resources

Visitor Services Manager

Job Description

JOB INFORMATION

Job Code	AB23
Job Description Title	Visitor Services Manager
Pay Grade	LM08
Range Minimum	$45,040
33rd %	$54,040
Range Midpoint	$58,550
67th %	$63,050
Range Maximum	$72,060
Exemption Status	Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	11/3/2025 10:33:52 AM

JOB FAMILY AND FUNCTION

Job Family:	Libraries, Archives & Museums
Job Function:	Museum Operations

JOB SUMMARY

The Visitor Services Manager ensures an accessible and welcoming visitor experience through planning, collaboration, customer service, and evaluation. The role is responsible for mentoring and managing student workers engaged in front-of-house operations, including any sales; supporting lead generation strategies and visitation metric tracking; and implementing and managing museum programmatic and advancement events and functions.

RESPONSIBILITIES

- Manages and implements events for museum functions and academic facility usage by university units
- Serves as a primary point of contact for visitor inquiries and concerns, resolving issues with professionalism and promoting a culture of hospitality.
- Hires, supervises, and mentors student staff, providing ongoing feedback, coaching, and professional development opportunities to enhance service quality and student experience; Creates and implements training programs for student employees to ensure consistent and welcoming visitor interactions; Coordinates front-of-house operations, including staffing schedules and visitor flow, as well as possible product sales, to ensure a smooth and enjoyable museum experience.
- Monitors systems for capturing visitor data and analyzing feedback, as well as contributes to reporting metrics at the staff-, board-, and university-levels.
- Develops or contributes to the development of visitor services policies and procedures that reflect the museum’s commitment to accessibility, hospitality, and educational engagement.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum

requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in no specific discipline. Degree in Business, Arts Administration, Communications, Education, or related fields desired.	and	5 years of	experience in hospitality, visitor or patron services, sales, retail management, event coordination, or educational programming. At least 1 year of leading or managing a team.	Or
Associate's Degree	in no specific discipline. Degree in Business, Arts Administration, Communications, Education, or related fields desired.	and	7 years of	experience in hospitality, visitor or patron services, sales, retail management, event coordination, or educational programming. At least 1 year of leading or managing a team.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of experience in patron and guest services.	
Knowledge of trends and best practices in the cultural field.	
Excellent event and staff management, particularly working with multiple generations.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	And
	Automated External Defibrillator (AED) certification	Upon Hire	Desired	And
Cardiopulmonary Resuscitation (CPR)	CPR certification	Upon Hire	Desired	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking			X			
Sitting			X			
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold				X	
Extreme heat				X	
Humidity				X	
Wet				X	
Noise				X	
Hazards				X	
Temperature Change				X	
Atmospheric Conditions				X	
Vibration				X	

Vision Requirements:
Ability to see information in print and/or electronically.