

JOB INFORMATION

Job Code	AB23
Job Description Title	Mgr, Visitor Svcs & Mus Store
Pay Grade	LM08
Range Minimum	\$43,290
33rd %	\$51,950
Range Midpoint	\$56,280
67th %	\$60,610
Range Maximum	\$69,270
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Reporting to the Director of Communications and External Relations of the Jule Collins Smith Museum of Fine Art, the Visitor Services and Museum Store Manager manages "front of house" visitor amenities including general guest services, the Museum Store and the Museum Café. Implements and executes high optics visitor services for guests to the site toward the museum's vision of a highly creative, outward facing, visitor-centered institution in service to the university, the region and the nation that welcomes everyone to explore, experience, and engage with the visual arts.

Serves as a key member of the Communications and External Relations team who collaborates with colleagues across the museum, as well as the contract café operator, all aligned with the museum mission to reach and exceed institutional goals.

RESPONSIBILITIES

- Manages guest services, supervising all daily front-of-house operations, including front desk entrance, exit, and public engagement, museum store, and the contract museum café operator to ensure the highest quality visitor experience. Oversees any visitation fulfillment processes such as visitation, ticketing, and donor engagement platforms (CRM), payment processing, customer service, reporting, and cash management.
- Collaborates closely with the Development, Education, Engagement and Learning and Curatorial staffs on tours, events and engagement programming; and the Operations unit regarding equipment maintenance, safety and security, parking, housekeeping, and other related matters.
- Supports and assists museum-wide evaluation programs, including visitor experience, exhibitions, and engagement programs. Collects visitor data, including but not limited to, how the visitor learned about the museum, frequency of visitation, and visitor demographics. Continually reviews processes and promotes efficiency and coordination, and implements short- and long-range plans under the direction of the Director of Communications and External Relations.
- Directs and manages the Museum Store to include developing and maintaining operational policies and procedures related to sales transactions, accounts, customer service and other related areas, managing point-of-sale software and hardware functionality and maintenance, and other related matters. Oversees all aspects of inventory control, including receiving, returns, annual physical inventory, maintenance of adequate stock, and development and maintenance of inventory records; purchases and categorizes with Unrelated Business Income Taxation (UBIT) rules in mind.
- Researches, develops, and/or selects new merchandise for the Museum Store, including consignment pieces to complement exhibitions and the collection, all aligned with the museum brand and mission. Collaboratively initiates, plans, and implements sales promotions and opportunities related to various museum exhibitions, collections, and engagement offerings. Coordinates the creation, maintenance, and rotation of product displays to present a visually interesting experience and inspire consumers to spend.

RESPONSIBILITIES

- Prepares and manages the Museum Store budget, tracking revenue and expenses, and working toward sales goals. Manages the daily operations of sales floor staff, assigning, delegating, supervising, coaching, and evaluating employees. Monitors and controls schedules.
- Manages the contract café operator, ensuring excellent customer service, alignment with the museum mission and brand, and adherence to contractual details. Ensures the Museum Café, as a visitor amenity, presents fresh, vibrant, and artful dining and beverage experiences; serves food steeped in local traditions; draws inspiration from exhibitions presented or art displayed; taps into the mixology, craft beer and wine movements in creative ways to connect with broad audiences; and positions the museum as a dining destination, irrespective of gallery hours. Collaborates with the Operations unit regarding maintenance of café equipment, custodial services, and other related matters.
- Actively participates in professional meetings and other applicable conferences, establishing a presence in organizations by sitting on related committees and boards and presenting at conferences.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.
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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 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	No specific discipline. Degree in Business, Retail Management, Education, or related fields desired.	And	5 years of	Experience in patron services and/or cultural arts retail merchandising that resulted in increased awareness of business and/or visitor services opportunities and/or improved services especially within a museum or cultural arts entity.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of experience in retail sales, concepts, procedures, and/or store management. Must have visual merchandising skills. Knowledge of experience in patron and guest services.	
Demonstrated success in working both independently and collaboratively on multiple projects within a deadline-driven environment. Demonstrated experience to calmly, flexibly, and successfully plan, organize, and implement work to meet deadlines, unexpected business needs, and/or multiple changing priorities. Demonstrated ability to keep up with high work volume often under pressure, prioritizing and managing multiple projects simultaneously. Demonstrable successful experience in staff and budget management.	
Use/implementation of field trends and best practices related to cultural merchandising and/or patron services, with a demonstrated commitment to excellence and innovation.	
Active membership in the patron services and/or museum retail communities, including attending and presenting at conferences and on-line.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	And
	AED certifications	within 180 Days	Required	And
Cardiopulmonary Resuscitation (CPR)	CPR certification	Upon Hire	Required	

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.