

EMPLOYMENT OPPORTUNITY

Visitor Experience Manager

Position: Visitor Experience Manager

Reports to: Director of Public Engagement

Status: Full-time / Non-Exempt

Job Purpose

To provide exceptional customer service to visitors, manage and train the Visitor Experience staff, oversee the daily operations of the museum, and support operations for programs and events.

Specifications

Bachelor's degree, a minimum of two years of management, and customer service experience required. Interest in art and art history preferred. Must possess excellent communication, leadership, problem solving, solid organizational skills, meticulous attention to detail, and ability to manage multiple tasks and meet deadlines. Ability to work independently and collaboratively, manage and inspire staff, and practice a high level of confidentiality. Excellent customer service and hospitality skills required. Proficient in web-based, database, and office management software, as well as familiar with basic budgeting and financial planning processes. Availability to work weekend and evening hours.

Position Responsibilities and Duties

- Manage the daily operations of the museum. Oversee opening and closing procedures and readiness of the galleries for open hours and events. Provide daily supervision of the Visitor Experience staff and museum activity.
- Monitor and ensure the safety of the artwork and visitors, communicating appropriately with the public, and handling and reporting any incidents.
- Create monthly schedule of Visitor Experience staff, ensuring that all galleries and events are supported at the appropriate levels. Create the daily rotation and communicate all duties of Visitor Experience staff during shift meetings.

- Supervise event management for programs, receptions, and other events, including managing staffing and materials. Work with colleagues to understand staffing requirements, supplies, vendor, and equipment needs.
- Work closely with Human Resources to recruit Visitor Experience staff. Conduct annual reviews and provide direction for employee improvement.
- Train Visitor Experience staff on policies, procedures, protocols, and customer service skills. Organize and schedule exhibition training with relevant departments. Provide ongoing updates of exhibition and program-specific information.
- Facilitate, schedule, and lead tours as needed.
- Manage the Information Desk, including overseeing sales of exhibition catalogues and maintaining supply of catalogues and other printed materials.
- Manage the collection of daily visitor statistics, forms, and mailing list information.
- Manage the departmental budget.
- Approve timesheets for payroll and flag any issues with time clock approvals.
- Foster a cooperative and team-oriented environment as well as proactive customer service approach.
- Maintain knowledge of Pulitzer history, exhibitions, and programs.

The above responsibilities and duties of this job description provides a general scope of the work performed. This is not a comprehensive list of all duties and employees may be assigned other duties and the essential functions may change as necessitated by business demands.

The Pulitzer Arts Foundation is an equal opportunity employer.

HOW TO APPLY

Interested applicants should send a cover letter and resume via email to: Sharice Williams, Assistant Business Manager and Human Resources Manager, [**employment@pulitzerarts.org**](mailto:employment@pulitzerarts.org)