



**Title:** Visitor Experience Manager

**Department:** Finance and Operations

**Status:** Full time, Exempt, \$55,000/year

**Supervisor:** Deputy Director

**Position Purpose:** The Visitor Experience Manager leads the Visitor Experience team and is responsible for all aspects of the visitor experience, ensuring visitors and guests to MNA have a positive experience from first contact with the museum through to their departure. They maintain the functionality, security, and aesthetic character of the Museum.

**Responsibilities:**

- Creates a welcoming, friendly, and professional environment and serves as an advocate for MNA resources, programs and services.
- Oversees the hiring, training, scheduling, and supervision of the Visitor Experience Staff and ensures all shifts and events are well staffed. Ensures the highest level of customer service for internal and external customers.
- Coordinates training for all Visitor Experience staff to work efficiently as a team and at each assigned post, including as reception, cashier, retail, security, tours, event set-up, security procedures, and custodial needs.
- Ensures a safe and secure environment for visitors, staff, collections, and facilities in accordance with established security systems and procedures.
- Co-ordinates Visitor Experience participation in MNA-wide activities.
- Oversees cash management for admissions, tours and retail.
- Ensures data collection, recording and reporting for Visitor Experience functions.
- Works front desk, retail and events as needed.
- Ability to have a flexible schedule to work when the Museum is open to the public and special events.
- Advises on changes to opening times in response to seasonal changes and in response to visitor feedback.
- Develops, implements, and reports on audience metrics and visitor experience evaluation.
- Ensures information for visitors is up to date on all public facing platforms including recorded phone message, website, and social media.
- Other duties as assigned.

**Key Relationships:**

- Works under the direction of the Deputy Director.
- Consults with Director of Facilities on all aspects of health and safety, security and facilities.
- Works in partnership with Public Programs to ensure staffing needs are met during festivals and public programs.
- Works closely with colleagues to co-ordinate timing of events and availability of space in the Exhibits building.
- Works with Finance staff on all financial functions of Visitor Experience.
- Close liaison with Development Events Manager on development events.



## MUSEUM of NORTHERN ARIZONA

- Active liaison with all CRM database users to ensure maximum benefit to MNA.

### **Education and Experience Requirements:**

- Bachelor's degree preferred.
- Minimum of five years' managerial experience in a visitor or customer service environment.
- Familiarity with Altru or another CRM point of sale software platform required.
- Experience working with security systems and safety precautions.
- Familiarity with audio visual equipment a plus.

### **Abilities, Skills, and Knowledge:**

- Friendly, enthusiastic, outgoing personality.
- Strong emotional intelligence, interpersonal, and communication skills. This includes the ability to connect with people from diverse racial and socioeconomic backgrounds.
- Ability to work independently and effectively; self-directed; responsible and accountable for decisions.
- Demonstrated commitment to diversity, equity, accessibility, and inclusion.
- Willingness to be a hands-on leader, working alongside staff to ensure the Museum's success.
- Drive and ambition to pursue excellence while maintaining composure under pressure.
- Demonstrated ability to communicate, orally and in writing.
- Must possess strong managerial and organizational skills, the ability to multitask, and an ability to maintain confidentiality in all professional matters.
- Strong diplomacy, conflict resolution, and time management skills.
- Ability to utilize computerized inventory system, point of sale system, Microsoft Office Suite, email, and internet.
- Some physical work is required, including standing for extended periods, lifting, carrying a minimum of 50 pounds, and climbing stairs.

**Working Conditions:** Currently, the schedule is 35 hours a week from Wednesday through Sunday. This is subject to change as the museum expands its opening days to the public.

### **Other Requirements:**

Must be fully vaccinated for COVID –19.

### **How to apply:**

Please submit a cover letter and resume to [employment@musnaz.org](mailto:employment@musnaz.org). Email is the preferred method of application submission. If you have further questions, please contact Jill Thomas at 928-774-5211, ext 203.

