



MUSEUM of
NORTHERN
ARIZONA

Celebrating the Colorado Plateau

Title: Visitor Experience Assistant Manager

Department: Visitor Experience

Status: Full time, Exempt \$45,000/year

Supervisor: Visitor Experience Manager

Position Purpose:

The Visitor Experience Assistant Manager provides support to the VE Manager in all aspects of the visitor experience, including customer service support and works in Museum Shop, events, and front desk as required. The Visitor Experience Assistant Manager is the acting manager of the Visitor Experience department when the Visitor Experience Manager is absent. In coordination with the Visitor Experience Manager, they will ensure there is 7 days a week onsite leadership for the Visitor Experience team.

Responsibilities:

- Assist Visitor Experience manager to effectively provide a positive visitor experience. Responsible for opening and closing of the museum as scheduled.
- Assist with event management including event set up and break down at multiple campus locations.
- Supports other Museum departments in fulfilling needs and tasks associated with festivals, programs and special events.
- Provide quality customer service for Museum visitors by creating a welcoming, friendly, and professional visitor experience.
- Contribute in maintaining a clean environment within the Museum for optimal visitor experience with light custodial activities such as vacuuming, stocking restrooms, etc.
- Serves as an advocate for Museum resources, programs, and services.
- Responds to visitor questions and is a source of accurate and reliable information.
- Communicates effectively and positively with Museum visitors, staff, volunteers, and others.
- Cover staffing breaks and is on call when working for all front desk and special event needs.
- Assists in Museum shop as needed with customers and sales processing.
- Help to streamline various processes and procedures where possible.
- Occasional admin duties as assigned, such as reports, document edits, etc.
- Collect and distribute daily interoffice mail
- Complete projects as assigned independently and in a timely manner
- Other duties as needed.

Key Relationships:

- Works under the direction of the Visitor Experience Manager
- Works closely will all departments to implement internal and external functions.
- Liaison with Volunteer Coordinator in assisting with tours and outside bookings that require docents.
- Works with Finance staff on financial functions of Visitor Experience
- Maintains positive relationships with docents, volunteers and members.

Education and Experience Requirements:

- Bachelor's degree in arts, hospitality, business or affiliated topic preferred
- Experience in customer service, cash and event management required.
- Ability to work weekends (as scheduled) and some evenings



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- Position contingent upon a satisfactory background check
- Experience with security systems and safety procedures preferred
- Certification in Basic First Aid and CPR preferred

Abilities, Skills, and Knowledge:

- Friendly, enthusiastic, positive and outgoing personality.
- Ability to handle physical activity, including bending, stooping, standing, sitting for extended periods of time, carry a minimum of 50 pounds, climb stairs, and perform other functions requiring mobility.
- Knowledge of Microsoft Office required.
- Excellent written and verbal communication skills required.
- Ability to work with others in a collaborative team environment.
- Strong diplomacy, conflict resolution and stress management skills.
- Aptitude for using security systems, radio, audio/video, and similar equipment

Work Schedule:

- Work 35 hours per week that will include weekdays, weekends and some evenings. Work primarily in the Museum Exhibits Building, but will have occasional duties on the MNA campus, including outdoors.

To apply: Send a cover letter and resume to Jill Thomas at employment@musnaz.org. Email is the preferred method of application submission. If you are not able to submit your application via email, please call Jill at 928-774-5211, Ext. 203 to receive additional instructions for application submission.