

# JOB DESCRIPTION

# HIGH DESERT MUSEUM

## POSITION

JOB TITLE:	Assistant Visitor Experience Manager	SUPPORTED BY:	Visitor Experience Manager
DEPARTMENT:	Visitor Services	SUPPORTS:	Visitor Experience Associates and volunteers
CLASSIFICATION:	Full-Time, Hourly, Non-Exempt	Salary Range	\$20.60 - \$26.52/hour DOE

## JOB SUMMARY

The Assistant Visitor Experience Manager is responsible for greeting and interacting with visitors, working with volunteers and staff to ensure an exceptional visitor experience. The Assistant Visitor Experience Manager is responsible for helping achieve the budgeted revenue for admissions and membership. Workdays for this position are typically Saturday – Wednesday.

## ESSENTIAL FUNCTIONS (in order of priority with the percentage of time spent on each)

65%	<p><b>Admissions/Customer Service</b></p> <ul style="list-style-type: none"><li>• Admits and orients visitors to the Museum offering a hospitable and warm welcome to help ensure visitors have a positive Museum experience.</li><li>• Uses value-based selling approach to build interest in and convey to visitors' buying choices such as Museum memberships, class registrations, donations, and Adopt-An-Animal purchases.</li><li>• Works with Visitor Experience Manager in the recruitment of all admissions volunteers.</li><li>• In coordination with Visitor Experience Manager, develops and communicates description of volunteer roles and responsibilities to admissions volunteers.</li><li>• Works with Visitor Experience Manager to schedule seasonal and volunteer work shifts.</li><li>• Answers Visitor Information Center questions and other Visitor Information Center publications.</li><li>• Ensures security of cash throughout each business day and at closing, following procedures outlined in the Admissions Desk Manual. Updates Admissions Manual on a regular basis.</li><li>• Provides oversight on all activities in the admissions area, coordinating efforts with seasonal and interdepartmental staff as necessary.</li><li>• Relays visitor comments, suggestions and requests to appropriate staff. Answer general Museum questions as able, relaying others to appropriate staff or volunteers.</li><li>• Organizes and maintains visitor information book to respond to visitor questions about the Museum.</li><li>• Maintains professionalism and confidentiality when dealing with staff, volunteers and visitors.</li><li>• Takes the initiative to learn about programs and exhibits.</li><li>• Manages multiple details of events and reservations, including ticket sales, tour groups and occasional after-hours events.</li><li>• Keeps daily admission records and provide monthly progress reports.</li><li>• In conjunction with volunteers, assists with group and school tour orientations.</li></ul>
30%	<p><b>Training/Supervising</b></p> <ul style="list-style-type: none"><li>• Performs supervisory responsibilities for seasonal staff and admissions volunteers including orientation &amp; training, scheduling and periodic evaluations.</li><li>• Provides primary training for admissions volunteers emphasizing excellent customer service and value-based selling techniques.</li><li>• Provides primary training for admissions volunteers and seasonal employees emphasizing excellent customer service and value-based selling techniques.</li></ul>

5%	<b>Additional Duties</b> <ul style="list-style-type: none"> <li>• Serves as manager on duty Saturdays and Sundays while the Visitor Experience Manager is away from work.</li> <li>• Contributes to and supports the Museum's DEAI initiatives</li> <li>• Contributes to and supports the Museum's various Accreditations</li> <li>• Assist Admissions, Store and/or Café when needed</li> <li>• Assists with Museum events – Free Day's, High Desert Rendezvous fundraising gala, etc.</li> <li>• Some evening shifts may be required</li> <li>• Performs other related duties as assigned.</li> </ul>
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## QUALIFICATIONS

EDUCATION/ CERTIFICATIONS	<ul style="list-style-type: none"> <li>• Bachelor's degree preferred.</li> <li>• At least three years of customer service experience required.</li> <li>• Previous experience in a supervisory role preferred.</li> <li>• CPR, First Aid, and AED certifications required. High Desert Museum will provide certification trainings for those that are not currently certified.</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>• Prior work history in a museum, or mission-driven setting is welcomed.</li> <li>• Experience in volunteer management.</li> <li>• Personal coaching, career counseling, or job training experience.</li> <li>• Proven record of developing employees, teams, players, individuals, and/or students.</li> </ul>
SKILLS/ ABILITIES	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills for communicating via radio, public announcement system/intercom and email etc.</li> <li>• Extensive knowledge of service procedures and principles.</li> <li>• Organized with attention to detail.</li> <li>• Ability to resolve customer complaints and issues while maintaining a professional and calm demeanor.</li> <li>• Experience with different CRM software such as Altru and Veevart, or ability to learn new systems efficiently.</li> <li>• Proficient in Microsoft Office Suite, SharePoint or related software.</li> <li>• Superior listening coaching, and leadership skills.</li> <li>• Ability to work independently and prioritize tasks.</li> </ul>
PHYSICAL ELEMENTS	<ul style="list-style-type: none"> <li>• This position involves a combination of seated or standing desk work and time away from the desk engaging with employees and volunteers</li> </ul>
EQUIPMENT USE	<ul style="list-style-type: none"> <li>• Frequent computer and phone use</li> </ul>

## ACKNOWLEDGMENT

*I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.*

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **An Equal Opportunity Employer**

*We do not discriminate based on race, color, religion, national origin, sex, age, disability, genetic information, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.*