

New Britain Museum of American Art Visitor Services Shift Leader Position

JOB DESCRIPTION

The Visitor Services Shift Leader is responsible for directing front line resources to ensure that all visitors have a positive and enjoyable museum experience.

REPORTS TO

Manager of Visitor & Volunteer Services

STATUS

30+ benefit eligible hours per week

RESPONSIBILITIES

Front Desk

- Assist with museum front-line admissions; greet and manage flow of visitors; facilitate complaints and accidents; trouble shoot issues.
- Responsible for handling cash; opening and closing cash drawer, assist Associates with making change to Visitor Services Associates, and checking Tessitura for discrepancies in submitted drawers.
- Assist with opening and closing of Shop registers when needed.
- Maintain accurate visitation count.
- Maintain daily appearance of admissions desk, information area, flyer rack and general building cleanliness.
- Updating floor signage with the approval from the Manager of Visitor and Volunteer Experience.
- Maintaining Front Desk materials including file drawer documents, floor plans, signage, fliers and VE Binder with management's approval.
- Proficient in selling memberships.
- Demonstrate thorough knowledge of Tessitura scheduling, sales system and Shop POS.
- Check telephone for messages and promptly forward them to appropriate staff.
- Assist with launching Group Tours.
- Distribute weekend report.

Events

- Assist with facility rental, and special event set-ups and breakdowns as needed.
- Assist with A/V setup prior to event.
- Maintain hospitality kitchen and proper restocking of VS fridge and supplies.
- Willingness and flexibility to work as site-representative for weekend events as needed.

General

- Maintain thorough knowledge of all museum programs, including tours, lectures, classes, fundraisers, and membership events.
- Maintain thorough knowledge of the Museum's Permanent Collection display.
- Attend weekly Visitor Experience meetings and all-staff Museum meetings as necessary.
- Assist with lunch breaks for Front Desk and Shop when needed.
- Perform other duties and responsibilities as assigned by management.
- Update Faculty Department Schedule Board.

Scheduling

Work in partnership with the Manager of Visitor and Volunteer Service Manager and the Retail Manager and Buyer to create schedules for front desk, museum store, and café. In addition, schedule staff for after hours events and facility rentals.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours
Regular Week				2-8 pm	9-5 pm	9-5 pm	9-5 pm	30+
First Friday Week				2-8 pm	1-9 pm	9-5 pm	9-5 pm	30+