

## JOB DESCRIPTION

**POSITION:** Visitor Services Shift Leader  
**REPORTS TO:** Manager of Visitor & Volunteer Services  
**STATUS:** Part-time, 25 hours/week

Updated: 4-8-2022

### JOB DESCRIPTION:

*The Visitor Services Shift Leader is responsible for supporting front-line resources during public hours, providing support to the Admission desk, Café, (and Museum Store if required), as well as program support, to ensure that all visitors have a positive and enjoyable museum experience.*

### RESPONSIBILITIES:

#### **Front Desk**

- Assist with museum front-line admissions; greet and manage flow of visitors; facilitate visitor concerns or incidents; troubleshoot any issues that may arise during public hours.
- Responsible for accurate handling of cash and credit card transactions; monitoring opening/closing/submittal of cash drawers.
- Assist with opening or closing of Store registers if requested by manager.
- Maintain accurate daily visitation counts during scheduled shifts.
- Maintain professional appearance of admissions desk, information area, flyer rack and general lobby area tidiness.
- Update floor signage daily for programs and tours, with the approval of Manager of Visitor Services.
- Maintain Front Desk materials including file drawer documents, floor plans, signage, fliers and VS information binder with management's approval.
- Proficiency in promoting and selling new memberships and renewals to guests.
- Demonstrate thorough knowledge of Altru system, and TAM software in Museum Store.
- Check front desk telephones frequently for messages and promptly forward them to appropriate departments.
- Assist with launching group tours on scheduled shifts if requested by Education Department.
- Distribute "Weekend Report" to appropriate staff if requested by VS supervisor.
- Maintain weekly Visitor survey feedback e-mail responses.

#### **Events**

- Lead on event check-ins at front desk; assist with set-ups and breakdown logistics if needed.
- Assist with proper A/V operation, setup or breakdown for museum events.
- Assist other department associates with maintaining clean and well-stocked hospitality areas.

#### **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.
- Assist with lunch breaks for Front Desk, Café or Museum Store staff when needed.
- Update Facility Department event schedule board if requested by supervisor.
- Perform other duties and responsibilities as assigned.

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### QUALIFICATIONS

- Previous proficiency in Altru CRM system is preferred.
- 1 year of relevant work experience in front-of-house admissions is required.
- Excellent interpersonal and communications skills, and the ability to work with the public in a diverse, customer service-oriented environment. This is a public-facing position that requires a high degree of patience, a focus on problem solving, and the ability to maintain a calm exterior during periods of high-volume, or high-stress events.
- Proven ability to work comfortably and efficiently with computers, cash registers and other electronic equipment.
- Accurate and responsible handling of cash, change, credit cards and other financial transactions at POS workstations.
- Positive and enthusiastic participation in all front-end operations.
- Schedule flexibility and a part-time commitment of 22-25 hours per week; Sundays are required. Special events may be assigned by management.
- Regular and consistent attendance and punctuality.
- Must adhere to the Covid-19 compliance, guidelines, and safe practices as outlined by the NBMAA Employee Handbook.

### PHYSICAL REQUIREMENTS

- Ability to move quickly, and to sit, stand or walk for duration of shift and to bend, reach, kneel and twist and move about in tight spaces, between objects, equipment and furniture and to communicate clearly and precisely.
- Must be able to lift, push and pull up to 20 pounds, and to continuously perform such manipulative tasks as keying information into computer systems.

Interested applicants should submit a cover letter, and current CV or resume, to [HR@nbmaa.org](mailto:HR@nbmaa.org). The NBMAA is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, or status as a qualified individual with a disability. The NBMAA welcomes individuals with diverse backgrounds, experiences, and ideas who embrace and value diversity and inclusivity.

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