

**Newark Museum Association
Position Announcement**

Visitor Services Manager

Position Objective: The Visitor Services Manager is responsible for overall management of all activities related to enhancing the visitor's experience at the Museum, with an emphasis on ensuring a professional, positive and efficient visitor experience.

Specific Duties and Responsibilities:

- Responsible for the day-to-day operation of the Visitor Services Department; maintaining a model Visitor Services program that focuses on excellent visitor experience and a professional and welcoming environment
- Manages Visitor Services staff, Attendant Coordinators and Gallery Attendants to ensure a positive visitor experience
- Works with the Security Manager to ensure that Security Guards provide appropriate services to visitors while ensuring a safe and secure environment
- Working with the Director of Membership, responsible for managing the volunteer program including; intake of volunteers; volunteer recognition; and coordination of volunteer activities
- Develops strategies for on-going recruitment and hiring of part time staff
- Assists in developing policies and procedures to ensure the exemplary visitor experience; develops training programs and manuals focusing on excellent customer service
- Directs operational support for Museum activities and events; scheduling visitor services staff for regular museum hours and special events
- Collaborates with Museum departments such as Education, Exhibitions, Membership, Public Programs, and Special Events on initiatives for visitors
- Collaborates with other departments to enhance and increase membership to assist the Museum in reaching its attendance and financial goals
- Works closely with Membership Department for training visitor services staff on solicitation of new memberships
- Serves as liaison and places, coordinates and assist volunteers, both on-site and off-site in carrying out their services to Museum visitors
- Responsible for addressing visitor complaints and issues, working with appropriate staff to ensure resolutions in a timely manner
- Recommends and serves as the project manager for Visitor Services initiatives
- Responsible for providing visitor attendance demographic reports as needed
- Responsible for the management of the Museum's Business Operations Software
- Works with the Director of Facility Operations to ensure Museum compliance with ADA
- Provides support to the Membership Department
- Available to work a Tuesday through Saturday schedule and be available for nights and/or weekends as required by program scheduling
- Other duties as assigned by management

Qualifications:

Bachelor's degree in Business or a related field. Proven experience in administration, public relations, customer service or other related experience. Experience in data analysis and reporting. Excellent organizational, managerial and leadership skills required. Must be well organized with good interpersonal and communication skills. Experience with Visitor Services software a plus.

Interested candidates should submit resume and letter of interest to:

Human Resources
Newark Museum
49 Washington Street
Newark, NJ 07102
Fax: 973.642.0459 - Email: humanresources@newarkmuseum.org

The Newark Museum is an equal opportunity employer. Please be advised that due to the high volume of applicants, we can only contact those candidates whose qualifications meet the requirements of this position.