Visitor Services Operations Manager

POSITION DESCRIPTION

The Visitor Services Operations Manager is a member of the Wadsworth’s Visitor Services department reporting to the Head of Visitor Services. This position is responsible for the oversight of all operations that support processing visitors to the museum as well as the support logistics around programs and events held at the museum, ensuring a positive visitor experience. The Visitor Services Operations Manager oversees the training and activities of other members of the Visitor Services team to ensure the flow of operations. Along with Head of Visitor Experience and Services, provides support for Gallery Attendant Supervisor and Gallery Attendants. The role also manages information entry into the Tessitura database. This position requires regular work during weekends and evening events.

SALARY: $46,000.00 annually

ESSENTIAL RESPONSIBILITIES

Visitor Services:
- Strategizes flow of operations for Visitor Services department to ensure a positive and welcoming experience for guests that reflects the museum mission and brand.
- Serves as senior on-site Manager in the museum in the absence of the Head of Visitor Services for all open hours, programs and rental events.
- Works with Head of Visitor Services to deliver training for all members of the department.
- Work closely with Protection Services to plan, communicate and practice protocols for routine processes as well as emergency procedures.

Events:
- Oversees Event calendar for the museum and helps ensure that programs and events are appropriately spaced and supported by Gallery Attendants, Protection Services, and Facilities.
- Manages process of review and scheduling for programs and events in coordination with the senior team.
- Convenes event logistics meetings with all relevant stakeholders.

Group Visits and Tours:
- Oversees scheduling of all group visits for schools and adults at the Museum and at the Austin House. Maintains full knowledge of all touring options and provides this information to groups. Directs and trains staff in Visitor Services to support this function.
- Books docents and maintains contact with groups, docents and docent manager until tour occurs.
- Coordinates with docent manager on docent tour offerings.
- Works with Docent and Tour Programs Manager for Docent sign-ups for tours.
- Schedules and coordinates virtual tour logistics
- Coordinates wayfinding with school buses and tours coming to museum.

Tessitura:
- Functions as part of the core team using Tessitura and is the main representative from Visitor Services. Maintains close communication with Tessitura and Development Database Specialist.
- Functions as Visitor Services lead for entering, initiating and processing group sales.
• Sets up ticketing system (general admission and visual components) in coordination with event manager and marketing.
• Trains front desk staff and serves as point person for department training.
• Troubleshoots database as needed.

Other:
• Leads the Library Art Pass distribution, an annual mailing project, in conjunction with membership.
• Reviews e-blasts and calendar copy for accuracy and logistics of events, exhibitions and programs

MINIMUM REQUIREMENTS

Experience
• Knowledge of Tessitura database at least at a basic to moderate level, minimum of 3-4 years of experience.
• Working knowledge of computers and software including but not limited to: Microsoft Word, Excel, electronic calendaring, email and databases

Skills and Abilities
• Strong attention to detail, confidentiality and accuracy in recording information
• Excellent time management, task prioritization, and efficiency
• Strong interpersonal skills, including the ability to communicate professionally, both verbally and in writing, an effective manner as well as public engagement
• Comfortable with multiple deadlines and shifting priorities
• Strong ability to conduct staff training
• Strong ability to work independently, seeking guidance as appropriate.

WORKING CONDITIONS

The work environment characteristics described here are representative of those a Visitor Services Operations Manager encounters while performing the essential functions of the role:

Climate controlled art museum with display galleries, standard offices, café, library/archives, theater, museum shop, and other non-public spaces. Work is performed primarily indoors and occasionally outdoors, in lobbies, art display galleries, public spaces and non-public offices and storage areas. Compliance with Museum health and safety-related protocols is required.

This job operates in a clerical, office setting within a museum with both modern and historic architectural elements. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. While performing the duties of this job, the employee is frequently required to receive oral and written instructions and to clearly communicate in person, over the telephone, through email and through other electronic means. Employee is required to move about the work area, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 15 pounds unassisted. The employee is required to visually or otherwise identify, observe, assess and differentiate dimension and color.

To Apply: Send resume and cover letter to HR@TheWadsworth.org