



KOCH FAMILY CHILDREN'S MUSEUM OF EVANSVILLE (cMoe)

Guest Services Manager

Full-time/Salaried

(Evenings, weekends and some holidays)

Salary Range: \$31,200-\$32,000

Position Announcement

Posting date: January 3, 2022

The Children's Museum of Evansville believes in PLAY, CHILDREN, FAMILY, EXCELLENCE, INCLUSIVENESS, and STEWARDSHIP! Do you want a meaningful job that can impact the lives of children and families? **Come work for us!** Since its founding in 2006, the Children's Museum has been the only museum in Evansville that is entirely devoted to children ages 0-12. With interactive exhibits and a wide array of early literacy, science, math and art activities, the Museum's purpose is to enrich children's lives and to positively impact the Evansville community through inspired play. Learn more at www.cmoekids.org.

Job Summary:

cMoe is looking for a Guest Services Manager to oversee aspects of the Guest Services department and the daily operation of the Museum floor with an emphasis on delivering a positive, efficient, playful, and fun visitor experience. The Manager is responsible for the day-to-day scheduling, supervision, training and management of guest services staff (Play Guides). The position also assists with membership purchases and renewals.

The Manager works primarily on the Museum floor but the responsibilities includes some daily paperwork, cash accounting and reporting, and cash management of front desk and store. The position requires strong interpersonal, problem solving and de-escalation skills.

How you contribute to the Team:

- Provide excellent customer service to daily visitors; manage customer complaints, incidents and accidents.
- Coach Play Guides and volunteer staff on maintaining positive customer interactions.
- Interact with guests (adults and children) to confirm excellent experiences; communicate museum policies to visitors.
- Sell tickets, memberships and retail products when providing support to front desk attendants/Play Guides.
- Open and close Museum; open and close registers in an accurate and efficient manner this includes printing /copying all reports as required.
- Monitor and reconcile daily receipts in addition to reserve monies maintained in safe.
- Assist in maintaining gift shop, including reorganizing, stocking, pricing, ordering inventory, and storage; work with supervisor to receive and price merchandise used in retail store.
- Monitor staff performance; delegate tasks for staff to do on slower days; assign breaks, lunches, and duties to the play guides and volunteer staff.
- Train new staff on the front desk system (Altru) and floor.
- Interview and/or assist with interviewing new employees and volunteers.
- Maintain Museum exhibits, including straightening, cleaning and disinfecting of exhibit components.
- Take charge of any emergency/injury situations occurring in the museum, including the completion of incident reports when necessary; assist in lost child/caregiver response
- Communicate needed exhibit and building repairs to Director of Facilities & Exhibits.
- Serve as liaison for visiting artists, scientists and community program presenters (as needed).
- Support the Marketing Director and other staff in completing their customer face to face duties.
- Assist with special events; and assist supervisor in leading morning meetings with Play Guides.

Ideal Candidate Qualifications

- Associate's Degree or higher in Education, Museum Studies or related field preferred.
- 1-3 years' experience in a managerial role, supervising staff and fostering accountability
- Experience working in a high-volume customers service or retail setting
- Enthusiastic and energetic personality that enjoys working with adults and children
- Ability to be flexible and work in an evolving environment
- Ability to work as a committed team player
- Ability to create an environment where positive thinking and attitudes are valued and expected
- Must have the physical ability and stamina to perform the essential functions of the position. Must be able to lift at least 30 lbs.

Application Instructions for the Position of Guest Services Manager

Please review the position description and send the following items to nhaddix@cmoekids.org no later than **January 17, 2022**:

- Cover letter including 1-3 bullet-list summary that explains how your previous experience that supports the duties and responsibilities listed in the position description.
- Resume
- List of 3-4 references. Please provide the affiliation, day and evening phone numbers, mailing address, and email address for your references. (*Do not send letters of reference – we will contact references directly.*)
- Please be sure to write "Guest Services Manager" in the subject line of your email.

Thank you for your interest in the Koch Family Children's Museum of Evansville. We look forward to receiving your application.

The Koch Family Children's Museum is an Equal Opportunity Employer.