



Sparking wonder and curiosity about our world through hands-on science experiences

Position Title: **Manager of Visitor Services (Full-Time; Wednesday -- Sunday 8:30AM until 5:30PM)**

Supervisor: **Director of Visitor Services**

The Manager of Visitor Services is responsible for the daily operations of the ticketing counter and gift shop while providing direct leadership to all Visitor Services team members. This position will be an enthusiastic and knowledgeable first impression of McWane Science Center and greet and assist all visitors with accurate information about exhibits, events, IMAX films, memberships and other activities within the center. This position will work to actively resolve any customer service issues with a positive and polite attitude.

Accountabilities and Major Duties

1. Responsible for the direct management of all Visitor Experience team members.
2. Responsible for actively resolving any customer service issues with a positive and polite attitude.
3. Responsible for daily opening and closing procedures related to cash registers, safe deposits, change requests and related paperwork that follow established protocols.
4. Responsible for ensuring the ticketing counter and gift shop are properly staffed and stocked.
5. Assist in inventory management, cycle counts and the receiving/processing of shipments; will provide feedback on buying decisions in the gift shop.
6. Lead by example in enforcing policies and procedures, providing exemplary customer service and a visitor-focused approach to opportunities and challenges.
7. Understand and communicate clearly to both staff and guests all vital information regarding programs, exhibits, events, IMAX films, membership and other McWane Science Center activities and areas.
8. Liaise with other departments for clear communication of information related to visitor experience; assist with greeting and check-in processes of groups; support membership sales, IMAX upgrades, special events, etc.
9. Serve as point of contact for the Reservations team in absence of supervisor.

Minimum Qualifications

1. High School diploma or equivalent.
2. Proven managerial experience in a retail or similar environment.
3. Flexible working hours and days including weekends and holidays.
4. Strong communication and interpersonal skills.
5. Minimum 3 years' cash-handling experience.
6. Minimum 3 years' front-line customer service experience.
7. Minimum 2 years' Point-of-Sale computer experience.
8. Demonstrated ability to count down and balance a cash drawer.
9. Inventory management experience a plus.
10. Capable of working in fast paced environment with distractions.
11. Strong computer skills.
12. Must be at least 18 years of age.

Minimum Physical Qualifications

1. Ability to sit/stand for extended periods of time without being able to leave the work area.
2. Ability to perform work using a computer for extended periods of time.
3. Ability to lift/push/pull up to 50 pounds.
4. Ability to hear/use a headset for extended periods of time.
5. Hearing and visual acuity.

Benefits include health, dental, vision and life insurance; 403(b) retirement savings plan including company match; paid time off; free membership and movie screenings; discounts in our gift shop, camp program, IMAX theater and food service; and on-site parking.

We look forward to hearing from you! Please forward letter of interest, resume & salary requirements to McWane Science Center Human Resources at HR@mcwane.org. EOE