



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

Vice President of Guest Services

As a member of the senior management team, the full-time, on-site Vice President of Guest Services is responsible for overseeing, evaluating, and leading earned revenue areas which will allow us to maximize profit while providing the highest possible level of guest service and community impact.

Accountabilities and Major Duties

1. **Leadership:** As a member of the senior leadership of McWane Science Center, participate in establishing and supporting vision and clear objectives for the implementation of the strategic plans of the organization. Lead by example to foster a culture of leadership, cooperation, high expectations and accountability to meet shared goals across multiple departments. Demonstrate a willingness to provide hands-on support for staff. Develop policies, procedures and training for guest services departments that align with the organization's mission and strategic plan. Collaborate with other departments and divisions of McWane Science Center to support our mission, vision, and strategy. Lead by example regarding McWane Science Center policies and procedures.
2. **Staff Management: Recruit,** develop, lead, and supervise the staff for IMAX and Concessions; Guest Services; Private, Internal, and Public Ticketed Events; Group Sales; and Retail Operations. Ensure that job descriptions are updated, regular performance evaluations are held, and sound human resource practices are in place. Maintain a climate which attracts, retains and motivates a diverse staff of top-quality individuals. Ensure all teams are well versed and equipped to provide the best experience for all guests. Maintain a productive and motivated staff through ongoing employee development, coaching, and department wide training. Create and foster positive relationships with peers and other McWane Science Center employees.
3. **Financial Oversight:** Develop and oversee budgets for guest services departments with a particular interest in maximizing resources for effective operation. Forecast financial requirements and staffing needs and gather and monitor information from respective areas of responsibility. Prepare and/or review required reports or internal service contracts related to fiscal matters, guest experience, and revenue generation in these areas. Establish goals and budgets for all functions within established guidelines. Responsible for the oversight of cash-handling and deposits related to Ticketing, IMAX, and Cool Stuff Store. Responsible for maintaining expenses in accordance with budget goals (controlling costs and managing staff expenses, etc.)
4. **Guest Experience:** Collaborate across departments to develop and strengthen all aspects of the guest experience. Establish organization-wide efforts to ensure that we create a welcoming, efficient, and positive experience for all McWane Science Center guests through collaborative planning and initiatives. Establish clear expectations of an exceptional guest experience and provide consistent and effective guest services training to front-line staff.

Consistently evaluate the guest experience and develop plans for improvement. Responsible for ensuring the resolution of any guest issues.

5. **Earned Revenue:** Monitor earned revenue and net profitability of assigned areas of responsibility to meet or exceed budgeted goals and expectations. Develop plans for improvement where needed. Oversee merchandising, ordering, and inventory management of the Cool Stuff Store. Develop and execute creative strategies for maximizing earned revenue in the Cool Stuff Store, Reservations, Ticketing, IMAX, and Special Events, and work with Marketing to ensure the creation and distribution of collateral to support those earned revenue plans. Maintain accurate records of sales and inventory and provide appropriate records to Accounting and auditors, as requested. Provide accurate reports to key departments promptly and assist with Siriusware entry, upgrades, and implementations as needed.

6. **General Responsibilities: Maintain an elevated level of professionalism in carrying out assigned duties and responsibilities.** Support the overall functions of McWane Science Center and represent the organization professionally in the community and industry. Serve as the Guest Services Department representative in all senior leadership team meetings and activities. Perform other duties as assigned.

Minimum Qualifications

1. Bachelor's degree in business management or commensurate experience: background in hospitality, retail, or customer relations a plus.
2. Minimum of five years' management experience supervising multiple direct reports and/or departments.
3. Demonstrated business acuity and budget management required. Nonprofit experience preferred but not required.
4. Experience working collaboratively with senior management and diverse constituencies.
5. Possess strategic focus with an eye on details and efficiency.
6. Ability to maintain confidentiality.
7. Organized and efficient work habits; ability to multi-task and operate effectively with distractions.
8. Able to work under tight schedules and deadlines.
9. Strong leadership skills with proven ability to motivate and develop teams of professionals.
10. Self-starter willing to take initiative.
11. Informed, creative thinker who possesses flexible problem-solving skills.
12. Proven ability to analyze data and determine effective response to those findings.
13. Ability to delegate effectively and take immediate action to meet the organization's needs.
14. Excellent communication skills with emphasis on conflict resolution.
15. Ability to write in a compelling, effective, and accurate manner.
16. Ability to work successfully in a liaison role, establishing and maintaining effective communications with staff, volunteers, Board Members, and community partners.
17. Above-average computer skills. Experience with point-of-sales systems and cash-handling experience required.
18. Flexible availability including nights, weekends, and holidays.
19. Possess a valid driver's license subject to acceptable annual motor vehicle reports.

20. Minimum liability insurance as required by State law.
21. Willing to obtain knowledge of the museum industry and to become familiar with museum exhibits, programs, and business cycle.
22. Possess non-expired national or county issued food safety certification or obtain no later than 30 days of hire date.

Minimum Physical Qualifications

1. Perform work utilizing a computer and/or telephone for extended periods of time.
2. Walk/stand/sit for considerable periods of time without being able to leave work area.
3. Ability to lift up to 25lbs.
4. Grasp objects utilizing the fingers (fine motor coordination).
5. Visual/hearing/speech acuity.
6. Ability to operate a motor vehicle.

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!